

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851413

Consumer Info: Christian, Benjamin
7215 poplar drive
Catlettsburg, KY 41129

Bennyc5@netzero.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 1/11/2022 5:00:08 AM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

They came and sold me on a plan to cover my elect bill completely. \$45K solor system. My elect is a average \$271 a month. This system was to take care of the bill completly. It's been installed for over 6 months and my elect bill has not changed at all. They about burnt my home down with there installation. I want it removed and roof put back as it was. Thank you

Consumer's Desired Resolution:

Refund

Complaint Timeline

01/11/2022	Complaint Received by BBB: Legacy web
01/11/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
01/11/2022	Send Acknowledgement to Consumer: Legacy Otto
01/11/2022	Inform Member of Complaint: Legacy Otto
01/14/2022	Receive Business Response: Legacy WEB
01/14/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
01/24/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
01/24/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
01/24/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

01/14/2022 - Imported

Receive Business Response

This customer has a high producing solar system. They chose to refuse the State Electrical inspection the end of May 2021, which prevented them from accruing credits thru the net metering offered by their utility company. They have not responded to attempted communications from us, until this week.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851414

Consumer Info: Pavlicek, Julia
25 High Meadow Dr
Spencer, TN 38585

juliapavlicek@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 1/11/2022 2:01:06 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

I signed up to have solar panels placed on my lodge last summer. They came out and started putting the panels up. They had an electric inspector come out and check the panels before they had even finished the job. A second crew came out to finish putting up the panels. A second electric inspector came out and again failed the job due to it being labeled wrong is what the inspector said. A third crew came out to correct the mistakes. A third inspector came out to inspect the job. As far as I could tell the inspector passed the the third inspector. It has been a month and I am still waiting on the solar panels to be turned on to produce electricity. In the mean time I have been paying payments for the panels for at least three months and a full electric bill with no cost savings. I have called every week about when they are going to hook up the solar panels. Every time it seems that when I have called they have not even scheduled any service as they tell me they have to schedule it everytime. If I did not call I do not know if they would ever complete the job because it is like they got their money. I am paying Mosaic for the panels and the panels are not working. They have already gotten their money and do not seem concerned with finishing the job.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

01/11/2022	Complaint Received by BBB: Legacy web
01/11/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
01/11/2022	Send Acknowledgement to Consumer: Legacy Otto
01/11/2022	Inform Member of Complaint: Legacy Otto
01/12/2022	Receive Business Response: Legacy WEB
01/12/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org

01/20/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
01/20/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
01/20/2022	Case Closed - Assumed RESOLVED: Legacy Otto
02/15/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
02/15/2022	Received Consumer Rebuttal: Legacy kathyf@knoxville.bbb.org
02/15/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/23/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
02/23/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
02/23/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
02/23/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
02/23/2022	Case Closed UNRESOLVED: Legacy Otto
04/26/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/26/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
04/26/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/27/2022	Consumer Rejects Business' Final Offer: Legacy WEB
04/27/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/27/2022	Received Business' Rebuttal Response: Legacy WEB
04/27/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/27/2022	Consumer Rejects Business' Final Offer: Legacy WEB
04/27/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org

04/27/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
04/27/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
04/27/2022	Case Closed UNRESOLVED: Legacy Otto
06/07/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
06/07/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
06/07/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
06/16/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/16/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/16/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

01/12/2022 - Imported

Receive Business Response

The client has already been scheduled for a service visit to ensure a fully producing solar system.

02/15/2022 - Imported

Received Consumer Rebuttal

They came back out but the system is still not producing as expected and they left a crawl space door open that made my electric bill be \$1200 for the past month.

04/26/2022 - Imported

Received Business' Rebuttal Response

We have spoken with the customer to update them on the recalled generac parts we are waiting on.

04/27/2022 - Imported

Received Business' Rebuttal Response

We understand the frustration. We are doing everything we can to get the warranted replacement. This is no different than a situation we are in also, a new truck we purchased from Ford that with in 2 months of purchase had a failure and has been in the shop waiting for the warranted part to come in. We can't use the truck and we have to keep paying on the loan. We do understand the frustration and are committed to getting you taken care of as soon as possible.

04/27/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

I have been paying for these panels since the fall of 2021 without saving any money on my electric bill. So now I have to pay \$454 a month for solar panels along with an electric bill that is costing me anywhere from \$1600 a month to \$2500 a month in January. I can not afford this solar energy that does not even work. I need help. I need them to either stop charging me for these panels that don't work or get them working. The loan is with Moziac Loans. Julia Pavlicek

04/27/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Menu

continue search for I do not accept anything till these solar panels are working. they have told me time and time again that they have received the parts and I'm in a priority position to be fixed and yet here I still wait. my next plan of choice is to put a stop payment on the panels until this is resolved with working panels. Julia Pavlicek

06/07/2022 - Imported

Received Business' Rebuttal Response

We have spoken with Mrs.Pavlicek to address her concerns. She was fully installed and working until there was an issue with several of the Generac components. We have a letter from Generac stating that this issue is not our installation, but failed product that they are replacing under warranty at no addition cost to the customer. We are compensating her for the lost production months and she is scheduled for the parts replacement.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851410

Consumer Info: Baker, Donald
106 Lakeview Dr
Rossville, GA 30741

donaldbakerjr69@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 1/12/2022 5:00:19 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

On or about October 15th 2021 a Solar Titan USA sale rep in training came back to my home for me to sign up for them to install a Solar system on our home. Upon her arrival I told her that I no longer wished to do it. The rep caught an attitude with me and I was starting to get upset when my wife stepped in and calmed me down. My wife then spoke to the sales rep and then talked me into signing the contract. I didn't know at that time my wife was having an affair while she talking me into spending all this money. I discovered her unfaithfulness on the 18 of October 2021 and under the great stress of this Revelation I did not think to call Solar titan USA to cancel the contract. I was dealing with the emotional issue of her unfaithfulness and an trying to file for divorce. I did call Solar Titan USA/ Ideal Horizon Benefits llc explaining my situation on the 20th of October 2021 and was told I had to cancel in 3 days they said sorry but they could do nothing. I have continued to try and cancel the contract which I still have no paperwork for, to no Avail. Now the finance company is trying to make me pay \$20,100 because that is the amount they say they gave Solar Titan USA. Which Solar Titan USA has never contacted me nor done any work at my home. Want confirmation of contract cancelation! My marriage is still up in the air.

Consumer's Desired Resolution:

Contract Canceled confirmation and no funds sought from me for reimbursement.

Complaint Timeline

01/12/2022	Complaint Received by BBB: Legacy web
01/12/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
01/12/2022	Send Acknowledgement to Consumer: Legacy Otto
01/12/2022	Inform Member of Complaint: Legacy Otto
01/12/2022	Receive Business Response: Legacy WEB

01/12/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
01/13/2022	Consumer Satisfied - with Letter: Legacy WEB
01/14/2022	Inform Business - Case Closed RESOLVED: Legacy Otto
01/14/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

01/12/2022 - Imported

Receive Business Response

Given these extreme circumstances and to provide superb customer support, Solar Titan will be contacting the finance company in an effort to cancel this contract.

01/13/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

I except Ideal Horizon's solution but the finance company now says they are a separate from them and still wants me to pay money for something I have neither received nor benefitted form. this is unacceptable.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851408

Consumer Info: Sveen, Michael
852 Jack Simmons Rd
Bowling Green, KY 42101

masveen@yahoo.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 1/14/2022 11:00:27 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

WORST COMPANY OUT THERE! Started this in July 2021 but still not completed (01/07/2022). Purchased a whole home and Solar Titan started to install a smaller system on my house, Had to show my sales invoice to show the installer and he had to remove the items that he installed on my house leaving holes in my siding. the same installer when he install the inverter broke the internal breaker, when i saw this , he stated "it still works". I had to call the company to have it replaced. the issue is communication. They took our money with no problem, signed us up for their program with no problem. We are now paying for the system and our utility bill = double charges and double payments. no one calls back. we are told dates for work to be done. no one shows up, and no one calls. dates set promises made - no one shows or when they do they are not prepared to work or have the wrong order/wrong equipment. If I don't check their work then it would be done wrong. It is not right that we are the ones who are seen as complaining when we are not the ones who break their word. the area we live in states you have to have a master electrician and Solar Titan states this is the scheduling problem, but then they send people to work who cannot do anything because the master electrician does not show up. so no work gets done.

Consumer's Desired Resolution:

stop wasting my time, fulfill the contract with no more damage to my house or remove everything installed and repair as needed, refund all monies paid

Complaint Timeline

01/14/2022	Complaint Received by BBB: Legacy web
01/14/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
01/14/2022	Send Acknowledgement to Consumer: Legacy Otto
01/14/2022	Inform Member of Complaint: Legacy Otto
01/17/2022	Receive Business Response: Legacy WEB

01/18/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
01/26/2022	No Consumer Response- Assumed Resolved with Letter: Legacy OttO
01/26/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy OttO
01/26/2022	Case Closed - Assumed RESOLVED: Legacy OttO

Complaint Messages

01/17/2022 - Imported

Receive Business Response

The client will be contacted to schedule and complete this installation and associated inspection.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851409

Consumer Info: Flener, Frances
59 Leonard Oak Road
Morgantown, KY 42261

Francesflener@att.net

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 1/17/2022 3:29:51 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

In April 2021, I signed an agreement with Solar Titan to install a Solar PV Package with six(6) KW. This contract included rRacking, Roof Mounting, Electric Breaker, Diagram and Permits and included a Battery for a total of \$36,500. This amount was to be financed for 20 years at 6.7% with no down payment. Monthly payment are \$219.69. I provided them a current payment Customer / Profile/Billing History from WRECC. According to the Sales person, thru the installed panels my electric bill would be reduced to approximately \$50/mo. To date, I have not received any appreciable drop in my WRECC electric. Bottom line is, I'm paying approximately \$400/mo for electrical service. I have reached out to Solar Titan. Their response was that I need more panels. WRECC agrees....more panels. Solar Titan says they will install more panels.....at a much higher cost. Had they quoted me the cost of the number of panels required, thus increasing the monthly payments, maybe I would have consented. I really don't know. The monthly amount currently financed is approximately \$40/mo higher than my regular bill has been. But, that option was not provided. Now, I am in a quandary. Do I have double the amount of panels already installed since the ones that are there are having no impact or do I have those installed removed and take a chance on damage to a roof that is only seven years old. Was Solar Titan aware and running a scam?? I have been in touch with the KY Attorney General's office. They are working on several cases of solar companies throughout the state. They have had my case for 4 or 5 months with no aid to me. Meanwhile, the bills just keep coming. I am retired and on a fixed income.

Consumer's Desired Resolution:

Panels necessary to reduce electric monthly to original quote at their cost

Complaint Timeline

01/17/2022	Complaint Received by BBB: Legacy web
01/18/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
01/18/2022	Send Acknowledgement to Consumer: Legacy Otto
01/18/2022	Inform Member of Complaint: Legacy Otto

01/18/2022	Receive Business Response: Legacy WEB
01/18/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
01/20/2022	Received Consumer Rebuttal: Legacy kathyf@knoxville.bbb.org
01/20/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
01/20/2022	Received Business' Rebuttal Response: Legacy WEB
01/21/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
01/21/2022	Consumer Rejects Business' Final Offer: Legacy WEB
01/21/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
01/21/2022	Received Business' Rebuttal Response: Legacy WEB
01/21/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
01/31/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
01/31/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
01/31/2022	Case Closed - Assumed RESOLVED: Legacy Otto
02/15/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
02/15/2022	Received Consumer Rebuttal: Legacy kathyf@knoxville.bbb.org
02/15/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/23/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
02/23/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
02/23/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
02/23/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto

02/23/2022	Case Closed UNRESOLVED: Legacy Otto
04/25/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/26/2022	Consumer Rejects Business' Final Offer: Legacy kathyf@knoxville.bbb.org
04/26/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/26/2022	Received Business' Rebuttal Response: Legacy WEB
04/26/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/04/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

01/18/2022 - Imported

Receive Business Response

Thank you for letting us know! Our customer care team will be reaching out to you today.

01/20/2022 - Imported

Received Business' Rebuttal Response

We have record in our system that we spoke with you on Jan. 18th, 2122. You requested an emailed document that was sent that day. Please reach out to the office if you still have a question.

01/20/2022 - Imported

Received Consumer Rebuttal

I have not received a response from Solar Titan regarding the complaint I filed with you. Please do not close this file.

Fran Flener

01/21/2022 - Imported

Received Business' Rebuttal Response

We are happy to speak with you about any concerns. A team member will be reaching out again to you.

01/21/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

The Customer Care Team at Solar Titan has not reached out to me to resolve the issue. I still the number of panels needed to reduce my electric bill to \$50 as originally promised. and I want them at the original cost.

02/15/2022 - Imported

Received Consumer Rebuttal

I have yet to resolve my issues with Solar Titan. For the month of February, I am paying \$243.66 to WRECC and \$239.00 to Mosaic for the solar panels. That's a total of \$482.66 per month for electricity! Titan just keeps coming up with excuses and in reality is doing nothing. Please, please, please, I need your help.

04/25/2022 - Imported

Received Business' Rebuttal Response

We have spoken with Ms. Flener. She is aware that we are waiting on a few more months of data to make the best recommendation for her. She purchased the smaller of the choices provided to her. She may choose to upgrade at the discounted rate after the data is in.

04/26/2022 - Imported

Received Business' Rebuttal Response

The homeowner is presented two choices at the point of the sale. She signed a sheet at the sale stating the two sizes recommend for her and noting which size she chose. We have the sheet in her file. She chose the smaller option. We are not stalling. We told her it would be best to wait a few more months to make sure she had all the data before deciding to upgrade or not. The calls noting these conversations are documented in our CRM.

04/26/2022 - Imported

Consumer Rejects Business' Final Offer

Solar Titan continues to claim that "I chose " the lesser number of panels. "They" told me how many panels it would require to provide enough energy. They are still stalling. Do not close this account!

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851403

Consumer Info: Muller, Jon
2484 Mullins Road
Russellville, TN 37860

joninely@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 1/28/2022 12:01:15 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

Solar Titan USA, 11205 Outlet Drive, Knoxville, TN 37932. Last summer, we purchased a home solar power system with battery backup, and it was installed on 9 July 2021 (operational several weeks later). We believed their sales reps about getting about 10 hours of usable sunlight a day, based on their engineer's analysis, being able to sell back excess power the to power companies, and having an effective rechargeable battery system to provide our needs after the sun went down. By their figures, after tax rebates and all the power bill savings, our ROI was supposed to be 12 years. After the fact, we found the numbers they provided did not apply to our residence or power company (averages for Tennessee or North America, maybe). The truth is that our house got about 7 hours of sunlight in August and 3 hours in October. I pointed at some of the closer trees to the installers, but they assured me their experts did not consider them an issue. This included on tree which was shading one of the panels while we spoke. Again, he said not worry about it because the Solar Titan engineers know what they doing. (I cut down this particular tree the following day).). Holston Electric and TVA do not have an effective buy-back program and are not likely to start one. The batteries only work in the summer-which will be discussed on more detail. The bottom line is that our true rate of return on our \$42,250 investment is closer to 45 years, assuming that everything lasts that long without needing maintenance. Generac continue online advertising, promising "never be without power again. Maybe they are talking about a different product than the one sold to me. Had we known the true rate of return, or lack thereof, we would never have purchased the product. Documentation and details of the immediate problem with improper battery installation is attached.

Consumer's Desired Resolution:

Repair

Complaint Timeline

01/28/2022	Complaint Received by BBB: Legacy web
01/28/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
01/28/2022	Send Acknowledgement to Consumer: Legacy Otto

01/28/2022	Inform Member of Complaint: Legacy Otto
01/31/2022	Receive Business Response: Legacy WEB
01/31/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/03/2022	Received Consumer Rebuttal: Legacy WEB
02/03/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/11/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
02/11/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
02/11/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
02/11/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
02/11/2022	Case Closed UNRESOLVED: Legacy Otto
04/26/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/26/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
04/27/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/05/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/05/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/05/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

01/31/2022 - Imported

Receive Business Response

Generac is currently looking into the battery issue and will be providing a solution. Solar Titan will keep the client informed of any updates and the next steps.

02/03/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

This is the same excuse Solar Titan has used for 3 months. Generac did not improperly install the system, nor did they collect our money. Solar Titan is responsible for the work accomplished or not accomplished. For further information, on Tuesday, 1 February 2022, the ambient temperature increased. Monitoring the system, I noted that the batteries began accepting a charge when the outside temperature reached 59 degrees (at 1:45 pm). Since Solar Titan installed the batteries in the coldest location possible, their temperature did not reach 40 degrees until then. Unfortunately, only 0.2 kw of power was used for charging because the solar panels installed by Solar Titan only work from 10am to 1pm when the sun is shining. The batteries received about a 5% charge before the system stopped working. So, Solar Titan's non-answer is not accepted.

04/26/2022 - Imported

Received Business' Rebuttal Response

We have spoken to Mr. Muller. We have assured him that we are here to work with him and take care of any issues or concerns.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851407

Consumer	Smith, Walter	Business	Ideal Horizon Benefits / DBA: Solar
Info:	102 cannon way Georgetown, KY 40323 Bryansmith758@yahoo.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 2/1/2022 5:02:24 AM

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:

Titan solar USA came to my house because I wanted to ask some questions. After the two guys went through their spill, they wanted me to sign a contract with them. They went outside and stood in our driveway for 15 minutes and then came back in. My wife and I said we wasn't ready to proceed with solar but they keep on with discounts, sales pitches and free equipment if we signed. Also they said that if we didn't sign right then that we could never get these offers again. I feel like I was pressured into signing and was never told about the entire contract. I never ever received a contract that they said they sent me in my email. I feel like I was not told the entire truth about everything because they just wanted a contract signed. After doing more research I tried to cancel it by calling the number the next day and could not get ahold of anyone or a call back. So I had to call Mosaic and cancel my loan because I couldn't talk to someone from Titan. Mosaic said it would have to be canceled by the installers. When I did get a hold of someone they told me it was over the 3 day cancellation period and there was nothing I could do about it. It took me 2 months to finally talk to someone that I needed to talk too. I was told that if I wanted out of the contract that I would have to pay \$12,000 dollars. This is not fair to my family of 4 that we have to go through this. I feel that I was scammed with false promises and this is a plot just to get family's to sign something they know they can't get out of.

Consumer's Desired Resolution:

Cancel of contract with company

Complaint Timeline

02/01/2022	Complaint Received by BBB: Legacy web
02/01/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/01/2022	Send Acknowledgement to Consumer: Legacy Otto
02/01/2022	Inform Member of Complaint: Legacy Otto
02/04/2022	Receive Business Response: Legacy WEB

02/04/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/07/2022	Received Consumer Rebuttal: Legacy WEB
02/07/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/15/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
02/15/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
02/15/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
02/15/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
02/15/2022	Case Closed UNRESOLVED: Legacy Otto
04/25/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Receive Business Response: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
05/03/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/03/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/03/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

02/04/2022 - Imported

Receive Business Response

We will be contacting the client today.

02/07/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

We was told by Titan Solar when ask about our HOA rules. Titan told us that they would take care of and look into our HOA rules, applications and permits. Because they wanted this to be easy on the homeowner. They did not!! We have told Titan that our HOA will not permit solar panels per the rules from the president of our HOA. They then told us we had 48 hrs or we would have to pay \$12,000

dollars or do a refusal. This is a complete scam and not fair that our family has to go through all this.

04/25/2022 - Imported
Receive Business Response
This project was cancelled.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851404

Consumer Info: Bryant, Kenneth
213 Ashland Drive
Frankfort, KY 40601

Tiffanyeuphama@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 2/1/2022 7:04:23 PM

Nature of the Complaint: Delivery Issues

Consumer's Original Complaint:

We decided to go through and get solar with this company. The sales manager out of Danville KY came to our home took the pictures of every thing and sent in the job. He told us everything would be installed and finished same day. Also that the turn around time was 6 weeks. That was 10/17/2021. The installers for the solar panels came out rather quick and Arrived 11/9/2021. They were professional and quick. We did have to ask them about the installation of the attic fan that was discussed with the sales manager. Installer wasn't aware. But he made a call then he informs us that the fans were on back order, but said the account would be noted for when the fan was back instock. Installers go to leave and we ask if it was ready and set up since they had not been inside the house. He informed us that wasn't his crews specialty but an electrician comes out for that. So we ask when that would be scheduled, he has no idea but we could call. So we did. Took a few days but got a date for the electrician. 12/8/2021. 12/8/2021 comes and the electrician shows up does a wonderful job. Was very professional at answering our questions. In the middle of him working he informs us that out electric panel needed to be upgraded but he could not do it. We needed a master electrician for that. He called for us to see what he could find out but he was left with no information other then the company would contact us. Time passes and still no calls. We call and we were told they were backed up with jobs but they could probably be to us by mid January 2022. We call 2nd week of January to confirm a date and time and was told the computers were down. We call next day or so and were told the snow storms have caused back log. We called today were told "Maybe" March 8th for Master electrician to come finish. But still no date of start up to use product. Meanwhile payments started in January for this program and still don't have services rendered or completion of the job.

Consumer's Desired Resolution:

Delivery; Billing adjustment; Finish the job

Complaint Timeline

02/01/2022	Complaint Received by BBB: Legacy web
02/02/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/02/2022	Send Acknowledgement to Consumer: Legacy

	Otto
02/02/2022	Inform Member of Complaint: Legacy Otto
02/03/2022	Receive Business Response: Legacy WEB
02/03/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/03/2022	Received Consumer Rebuttal: Legacy WEB
02/04/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/08/2022	Received Business' Rebuttal Response: Legacy WEB
02/08/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
02/11/2022	Consumer Rejects Business' Final Offer: Legacy WEB
02/13/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
02/13/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
02/13/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
02/13/2022	Case Closed UNRESOLVED: Legacy Otto
04/25/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/25/2022	Consumer Rejects Business' Final Offer: Legacy WEB
04/26/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
05/04/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
05/04/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org

05/04/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
05/04/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
05/04/2022	Case Closed UNRESOLVED: Legacy Otto
05/13/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
05/13/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
05/13/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/13/2022	Consumer Rejects Business' Final Offer: Legacy WEB
05/16/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
05/16/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
05/16/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
05/16/2022	Case Closed UNRESOLVED: Legacy Otto
05/23/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
05/23/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
05/23/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/23/2022	Consumer Rejects Business' Final Offer: Legacy WEB
05/23/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
05/23/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
05/23/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
05/23/2022	Case Closed UNRESOLVED: Legacy Otto
08/18/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org

08/18/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
08/18/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
08/18/2022	Consumer Rejects Business' Final Offer: Legacy WEB
08/19/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
08/19/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
08/19/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
08/19/2022	Case Closed UNRESOLVED: Legacy Otto
09/23/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
09/26/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
09/26/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
09/30/2022	Consumer Rejects Business' Final Offer: Legacy WEB
09/30/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
10/10/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
10/11/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
10/11/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
10/11/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
10/11/2022	Case Closed UNRESOLVED: Legacy Otto

Complaint Messages

02/03/2022 - Imported

Receive Business Response

Client is currently scheduled to be visited no later than March 8th. We will do everything possible to expedite our visit.

02/03/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

March 8th or sooner will be sufficient, however I am paying for services/product that have yet to be delivered. There should be compensation for my payment of solar panels and the program that we are not able to use. And once March 8th arrives there will then have to be another appointment to have the electric company and code inspectors. This is unbelievable that by March 8th, 3 payments will have been made when product inoperable. Saying there is an appointment upcoming does not change the fact the company lies to its customers about turn around time and charges the customers before the product is operable. Which is still the case.

02/08/2022 - Imported

Received Business' Rebuttal Response

We will be contacting the client regarding this issue prior to week's end.

02/11/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

I have selected no, for the purpose that I wanted to wait to see if the call ever came. As normal with this company, no follow through. Time is 5:25pm on Friday and no call was ever made regarding this matter. Per the resolution was to "contact prior to the weeks end." If not for the program with BBB we would have no paper trail of any confirmation to do anything. As calls have never been returned since this process started in October 2021. And, no emails or texts for the customer to have records of communication.

04/25/2022 - Imported

Received Business' Rebuttal Response

We are working to get this customer fully taken care of. They will be reimbursed for payments due to the delay.

04/25/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

While I did receive reimbursement for the months of January, February and March. As well as had the master electrician on site March 8th. Job was still left uncompleted. Calls to the office numerous times in hopes to get a call back to get this project completed, never any calls returned. Are told they have no knowledge of conversations of appointments upcoming. Consistently having that same conversation. And never resolution. I have now paid for the month of April and in a few days the month of May as well. At this point removing us from this contract and loan is about to be the next option considering

they have not followed through on their own contract. 6 months will be in May and still not having the job completed. Along with our drywall having huge hole(unrepaired) from last visit. We're told the battery will have to be moved. So now there's unnecessary holes to our foundation/mortar. There is so much here that is 100% uncalled for and unbecoming of Solar Titan.

05/13/2022 - Imported

Received Business' Rebuttal Response

We have hired a 3rd party electrician for a service panel upgrade at our cost. We are waiting for this to be complete. We have reimbursed the customer for payment during this delay.

05/13/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

I have NOT completely been reimbursed for the payments! The only reimbursement recieved was for January, February and March. Meanwhile we have still had to pay for April and May. NO reimbursement has been paid for those two months. I'm sure I will have to pay for future payments with inoperable services and product. No one has been in contact with me since March 15th. Your company does not answer the phone and hasn't the multiple times calls have been made since the last conversation. Almost 6 months of payments come June. Panels have been installed since Nov 9th 2021, some cords hung Dec 8th 2021, next appointment wasn't until March 8th and then March 15th no show of your electrician. 6 total months of dealing with the inadequacy of your company. When we were told at signing it would all be completed in 6 weeks at one appointment. Still have a hole in the dry wall and will still have mortar that will need to be repaired having battery removed.

Again no communication from your company other than this BBB complaint since March 15th.

05/23/2022 - Imported

Received Business' Rebuttal Response

We have spoken with Mr. Bryant. We have taken care of his concerns and assured him that we are committed to getting his system up and running.

05/23/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Yes there was a call from the company one to confirm my address which should be on file. 2nd call to schedule to install the electric panel that was already completed. No issues have been resolved AT ALL. No follow up call to get the system up and running. Still no reimbursement for the other months that I have been paying on a loan for services not rendered. Which in total now has been 6 months waiting for completion. Back up battery still not moved, in which will also require mason to fix the brick on the home after removal. Then was told that they had a structural engineer sub contractor that will come to

verify that our panels are distributed safely and that I will receive a call to get that scheduled. Before any more work is completed since there has not been any permits called for the 2 times of 3 times that anyone has done work. As of today there is still no further appointments on schedule.

In summary still several months with no reimbursement and as usual no follow through of appointments on schedule. I should not have to pay for service not rendered for a product that is inoperable and has been this way for 6 months which will be 7 months in a few days.

08/18/2022 - Imported

Received Business' Rebuttal Response

We are committed to a solution that fully shows our Mr. Bryant that we take care of our customers. We have spoken with Mr. Bryant to get this solution.

08/18/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

I will not accept the proposed answer/solution provided to this BBB complaint. A solution was spoke about that was all. I WILL update when the solution is complete. I wish you to stop saying that we have resolved the issue on this platform when nothing is completed. Every attempt from your company to "resolve" anything has yet to have follow through from solar titan. If this matter is not resolved in a timely manner, unlike the 9 months we have been waiting thus far. LEGAL ACTION will be taken.

Next reply from solar titan on BBB should show in detailed description what exactly the proposed solution is.

Thank you

09/23/2022 - Imported

Received Business' Rebuttal Response

We have addressed Mr. Bryants concerns. If you need help with anything else please let us know.

09/30/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

While I did receive the letter from solar titan agreeing to cancel my contract, I am still left waiting for you to hold your end up. I still have not been scheduled nor had the appointment/s to get the system up and running. As well as the inspection of approval from the city. When all of the promised actions from your company has been met I will agree to closing this complaint. "Every rebuttal from your company continues to insinuate that our concerns have been met" when it is never fully being addressed or completed.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851405

**Consumer
Info:**

Wilson, Donna
2912 Brookside Drive
Columbia, TN 38401

dfwil@att.net

**Business
Info:**

Ideal Horizon Benefits / DBA: Solar Titan
USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 2/1/2022 7:04:23 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

I signed on in March 2021 to have solar panel installed by Solar Titan USA. Installation started in July. My monthly payments began in August. I received the promo check in September. I was told around October that there was still more work or wiring that needed to be completed on the system and afterwards an appointment would be made to have the system turned on. There was not any real communication, returned phone calls etc., except for an apology for the delay and they would look into what could be the hold up. There was no further communication from Solar Titan for the remainder of 2021. I was emailed on 1/4/2022 and asked to submit proof that the utility company had been added to my home-owners insurance. The insurance company completed the document and sent the document to Solar Titan on 1/10/2022. I have not been able to reach anyone since then regarding the status of my system being operable. To date, my system has never been operable, the utility company placed a lock on the system since installation and as stated, I have been making payments on the system since August 2021 with zero service. I am requesting assistance in resolving this matter, have Solar Titan complete what they agreed to and having an operable system in good working order.

Consumer's Desired Resolution:

Finish the job; Discount/credit

Complaint Timeline

02/01/2022	Complaint Received by BBB: Legacy web
02/02/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/02/2022	Send Acknowledgement to Consumer: Legacy Otto
02/02/2022	Inform Member of Complaint: Legacy Otto
02/03/2022	Receive Business Response: Legacy WEB
02/03/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org

02/03/2022	Received Consumer Rebuttal: Legacy WEB
02/04/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/08/2022	Received Business' Rebuttal Response: Legacy WEB
02/08/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
02/08/2022	Consumer Rejects Business' Final Offer: Legacy WEB
02/08/2022	More Info Received from the Consumer: Legacy
02/16/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
02/16/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
02/16/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
02/16/2022	Case Closed UNRESOLVED: Legacy Otto
04/25/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/03/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/03/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/03/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

02/03/2022 - Imported

Receive Business Response

We are working with the local utility company to address this and will be contacting the client as soon as possible.

02/03/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

Solar Titan provided no details as to what is being addressed and stating they will be in contact with me as soon as possible is not acceptable. I need the following:

A specific timeframe. What is it?

A specific person to be accessible, reliable and in contact with me immediately and constantly to finalize getting my system operable.

Details of what Solar Titan has left to do on the system.

Assurances that there is now no damage to the system/panels, that it is safe and will be in excellent working order and there is not a risk of it causing damage to my home.

Specific details regarding why it is taking so long, well past what they promised.

Details of what is be addressed with the utility company.

A response to my request for a discount on the cost of the system because I am paying for a system that I have not been able to use ever.

02/08/2022 - Imported

Received Business' Rebuttal Response

We will be contacting the client to address all concerns prior to week's end.

02/08/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Have not received response to the following:

Details of what work needs to be done to the system.

A specific timeframe. When do they expect to complete all work to include what the utility company reports what has not been completed?

Assurances that there is now no damage to the system/panels, that it is safe and will be in excellent working order and there is not a risk of it causing damage to my home.

A response to my request for a discount on the cost of the system because I am paying for a system that I have not been able to use ever.

02/08/2022 - Imported

More Info Received from the Consumer

Document Attached

The utility reports that Solar Titan has not completed all requirements to have the system turned on.

Attached is their grid of what has not been completed (blank areas on the grid).

Solar Titan needs to complete all work including what is listed on the grid and respond to all requests before ending this complaint.

See Attachment/File: Utility Solar Work Grid.pdf

04/25/2022 - Imported

Received Business' Rebuttal Response

All documents and installation complete and has passed final electrical inspection. We have spoken with the customer and they are aware we are just waiting on the date from the utility for commissioning.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851406

Consumer Info: Smith, Regina
1807 Sainville Rd
Manchester, TN 37355

tnchickadee@hotmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 2/3/2022 9:03:03 AM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

At the end of August 2021 We signed a contract for a whole house solar system, the solar panels were put in in September as well as all the batteries from Generac it was October when all was approved by state officials it took several phone calls to get the panels turned on at the end of November since then we are receiving over \$200 light bills when we were told we might receive a meter rental of \$15 to \$20 a month and no light bill we are currently paying light bill and over \$250 dollar solar loan payment. We were told "oh you only have backup solar service" I have tried reaching out several different ways to get a phone call to get this matter resolved no one will return my phone call I have been talking to someone via messenger saying they are sending all my information to the main people and still receiving nothing. I have talked to a tech specialist and sales person to be told someone will call back about the situation and still waiting (I'm calling Solar Titan, they are not calling me.) It's now February 3 2022 just want what we were promised or to come get their equipment and fix all damages due to their equipment and fixed correctly and release me from the contract, I cannot continue to pay both. Our Solar System is \$50,000.00 I'm not paying this much for backup.

Consumer's Desired Resolution:

Give the whole house Solar coverage as promised or release me from the contract and remove your equipment and fix all damages from the equipment corre

Complaint Timeline

02/03/2022	Complaint Received by BBB: Legacy web
02/03/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/03/2022	Send Acknowledgement to Consumer: Legacy Otto
02/03/2022	Inform Member of Complaint: Legacy Otto
02/03/2022	Receive Business Response: Legacy WEB

02/03/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/04/2022	Received Consumer Rebuttal: Legacy WEB
02/04/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/04/2022	Received Business' Rebuttal Response: Legacy WEB
02/04/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
02/08/2022	Consumer Rejects Business' Final Offer: Legacy WEB
02/08/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
02/08/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
02/08/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
02/08/2022	Case Closed UNRESOLVED: Legacy Otto
06/10/2022	Receive Business Response: Complaint Reopen kathyf@knoxville.bbb.org
06/13/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
06/13/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
06/21/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/21/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/21/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

02/03/2022 - Imported

Receive Business Response

We will be contacting the client prior to week's end.

02/04/2022 - Imported

Received Business' Rebuttal Response

We will be contacting this client today.

02/04/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

I did receive a phone call from Dale at Solar Titan he sent me a picture of my electric meter from August and had me go take a picture yesterday while we were on the phone to send back to him to be told that that was the problem are electric company duck river had not changed out the meter that it could possibly be that we were being charged for the energy we were producing because Doug River could not see if that was energy we were using or producing to call them I called Duck River and spoke to Pat Garrett who informed me that is not my problem that it is a bad direction or meter they will not come out and change it he asked who I spoke to at solar titan got their number talk to them for Dale to deny that he told me it was probably the meter and that it was all okay it was no big deal to Mr Garrett He also asked that I call back and give an update which he did not take the call He had missy take the call Missy made another employee aware that is the same title as Dale his name is Russ and that those two we're going to get together and have a meeting and she hoped to call me back in the next day or so I told her at that time I am done I want all their equipment Removed fixed correctly up on insurance approval all wiring put back the way it should be and release me from all loan and contract agreements they are not giving me what I and paying for which is \$50,000 they have not returned my phone call until I filed the complaint with the better business bureau yesterday February 3rd and I'm done being taken advantage of so no we are not satisfied in this matter has not in any way being resolved we are still nowhere. I also want to note that Missy was present during the phone between Dale and myself.

02/08/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

The company hasn't responded since the 3rd of February and has not attempted to resolve this issue. Still waiting on a phone call to see what Dale and Russ discussed in order to fix this lack of service

06/10/2022 - Imported

Receive Business Response

We removed the panels and have scheduled for a roof crew for the repair. She has now requested to cancel. We have requested the loan to be canceled by the finance company.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851402

Consumer	Baker, Rick	Business	Ideal Horizon Benefits / DBA: Solar
Info:	141 Piney Rd Corbin, KY 40701 cod403@bellsouth.net	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 2/4/2022 12:01:00 PM

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:

Solar Titan USA sold my mother a \$52,000 unit that was supposed to run here entire home. She asked them if it would run her heat pump and they told her it would. They promised to upgrade the system to the larger batteries at no cost if she would sign. She agreed and this was around November 2021. After about 8 weeks they installed the panels, then retuned around the first of January 2022 to install the batteries. She asked the electrician if it would run her entire home. He told her it would only run about four items due to the small batteries. He also informed her that the big batteries would only run a heat pump about ten minutes. She refused to let him install the batteries and made several attempts to contact the company but no one has returned her calls.

Consumer's Desired Resolution:

Refund; Remove equipment and refund back to the bank. Take care of all bank fees.

Complaint Timeline

02/04/2022	Complaint Received by BBB: Legacy web
02/04/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/04/2022	Send Acknowledgement to Consumer: Legacy Otto
02/04/2022	Inform Member of Complaint: Legacy Otto
02/08/2022	Receive Business Response: Legacy WEB
02/08/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/16/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
02/16/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto

02/16/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

02/08/2022 - Imported

Receive Business Response

We will be contacting the client to address all of their concerns prior to week's end.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851400

Consumer	Lewis, Barbie	Business	Ideal Horizon Benefits / DBA: Solar
Info:	246 Holly Lane London, KY 40741 barbierobinson@yahoo.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 2/4/2022 11:00:38 AM

Nature of the Complaint: Repair Issues

Consumer's Original Complaint:

They sent out an electrician in December, he replaced my breaker box and totally destroyed my wall. Now when the heat comes on every thing in the house dims. We still have no working system, called them today and talked to Arshon , he has no idea what is going on. He's supposed to call back after he speaks to a manager. We have paid several payments to Mosaic loan company and still have a non working system.

Consumer's Desired Resolution:

Billing adjustment

Complaint Timeline

02/04/2022	Complaint Received by BBB: Legacy web
02/04/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/04/2022	Send Acknowledgement to Consumer: Legacy Otto
02/04/2022	Inform Member of Complaint: Legacy Otto
02/08/2022	Receive Business Response: Legacy WEB
02/08/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/16/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
02/16/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
02/16/2022	Case Closed - Assumed RESOLVED: Legacy Otto
02/28/2022	ReOpen the Complaint: Complaint Reopen

kathyf@knoxville.bbb.org

02/28/2022

Received Consumer Rebuttal: Complaint Reopen
kathyf@knoxville.bbb.org

02/28/2022

Forward Consumer Rebuttal to Business: Legacy
kathyf@knoxville.bbb.org

03/02/2022

Received Business' Rebuttal Response: Legacy
WEB

03/03/2022

Send Business' Rebuttal Response - New Offer: Legacy
kathyf@knoxville.bbb.org

03/11/2022

No Consumer Response- Assumed Resolved with Letter: Legacy
Otto

03/11/2022

Inform Business - Case Closed ASSUMED RESOLVED: Legacy
Otto

03/11/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

02/08/2022 - Imported

Receive Business Response

Currently, a visit is scheduled for 15 Feb 22. We will be contacting the client regarding this issue prior to week's end.

02/28/2022 - Imported

Received Consumer Rebuttal

I still would like compensated for the months I paid for a non working system

03/02/2022 - Imported

Received Business' Rebuttal Response

Our customer care team will be reaching out to you tomorrow, Thank you!

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851401

Consumer	Lewis, Micheal	Business	Ideal Horizon Benefits / DBA: Solar
Info:	701 Saint Elias Lane Lexington, KY 40515 Deniselewis3201@gmail.com	Info:	Titan-USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 2/5/2022 1:01:18 PM

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:

In the fall of 2021 a sales representative came to our house from Solar Titan USA. We agreed to purchase the product : Solar Panels. The rep offered us a \$2500 rebate to be paid 6-8 weeks after installation per the advertisement on Facebook. Install occurred the first week of November. On December 29 , after 8 weeks, I called to check the status of the rebate check and was told it was mailed 12/28. After waiting a few weeks I called again to discover they in fact did not mail the check as stated in 12/28. They cited COVID , holidays etc. for the delay. I have called daily or almost daily for an update. When I speak to someone they say they are working on it. Phone calls are never returned when promised. I have been told it was mailed but still have not received the promised rebate funds or proof these funds have been mailed. I would like Solar Titan to immediately fulfill the advertisement that was agreed upon and send me a check for \$2500 as agreed.

Consumer's Desired Resolution:

Billing adjustment; Receive rebate check as promised and / or proof of processing and mailing

Complaint Timeline

02/05/2022	Complaint Received by BBB: Legacy web
02/07/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/07/2022	Send Acknowledgement to Consumer: Legacy Otto
02/07/2022	Inform Member of Complaint: Legacy Otto
02/08/2022	Receive Business Response: Legacy WEB
02/08/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/16/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto

02/16/2022

Inform Business - Case Closed ASSUMED RESOLVED: Legacy
Otto

02/16/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

02/08/2022 - Imported

Receive Business Response

Our records indicate that the Rebate Check was mailed on 3 Feb 2022. Please feel free to contact us with any additional questions.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851398

Consumer	Ricker, Sherrie	Business	Ideal Horizon Benefits / DBA: Solar
Info:	4995-Giles Rd NW	Info:	Titan USA, LLC
	Acworth, GA 30101		414 N Peters Rd
			Knoxville, TN 37922-2332
	sherrie.ricker4032@gmail.com		

Date Filed: 2/8/2022 5:01:40 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

We contracted with Solar Titan on for a Solar Panel System on 10/14/21. The panels were installed on 11/11/21. The Inverter, battery system and grid were installed around 12/21/21. Since then Solar Titan has told us that the permits were fi led in the City of Acworth, but we live in Cobb County. We have been waiting and making payments on a system that has not turned been turned on. Solar Titan will not return our calls after multiple messages have been left. We would like to have Solar Titan compensate us for the payments of a system which is inoperative until it works. I don't think this is unreasonable

Consumer's Desired Resolution:

Compensation for payments made until system is operative

Complaint Timeline

02/08/2022	Complaint Received by BBB: Legacy web
02/09/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/09/2022	Send Acknowledgement to Consumer: Legacy Otto
02/09/2022	Inform Member of Complaint: Legacy Otto
02/09/2022	Receive Business Response: Legacy WEB
02/10/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
02/18/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
02/18/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
02/18/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

02/09/2022 - Imported

Receive Business Response

I am assuming this complaint was sent prior to us speaking with you. There is a note of a call this morning stating that due to the delay we will be covering you loan payment. Please call the office if you have any addition concerns.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851399

Consumer	France, Jude	Business	Ideal Horizon Benefits / DBA: Solar
Info:	1237 Fowler Ford Rd Portland, TN 37148 jfrance1951@gmail.com	Info:	Titan-USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 2/9/2022 5:01:26 PM

Nature of the Complaint: Repair Issues

Consumer's Original Complaint:

My wife and I entered into a contract with Solar Titan USA and Mosaic finance company on July 13 2021. The installation of the Solar system began on August 3 2021. As of February 9 2022 our Solar system is inoperable. As of November 11 2021 the system failed 6 different violations of the state of Tennessee department of commerce and insurance State Fire Marshal. It was inspected by Marvin Neal Fisher, jr Electrical Inspector 1, Middle Tennessee. His cell phone number is 615 762 4226. My wife and I are on a fixed income and now paying \$518.00 electric bill. \$305.00 to Mosaic finance company and our January electric bill to CEMC was \$213.00. We have made 4 months of such payments! We expected we could afford the \$305.00 payment because we were told the Solar system would save a considerable amount that would be cut from our electric bill to CEMC. PAYING FOR SOMETHING WE DO NOT HAVE IS FRAUDULENT!! / and breach of contract ! Especially Solar Titan is seemingly dragging their feet and stalling to get us up and running. I also file a complaint with the manufacturer of this Solar system (Generac) customer service on January 26 2022. Here is their number 888 436 3722 the case number is 8048705. They got Solar Titan out to our home to get 3 different breakers working again the very next day. One of the breakers was my refrigerator and security system. The other my bathroom outlets. Prior to getting someone out to our home to repair them was 8 days.!! We certainly appreciate your prompt involvement to resolve this mess. The total amount for this system was \$50750.00 Thanks, Jude France

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

02/09/2022	Complaint Received by BBB: Legacy web
02/10/2022	Member or MIP Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
02/10/2022	Send Acknowledgement to Consumer: Legacy Otto
02/10/2022	Inform Member of Complaint: Legacy Otto

02/15/2022	Receive Business Response: Legacy WEB
02/15/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/22/2022	Received Consumer Rebuttal: Legacy WEB
02/22/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/22/2022	Received Business' Rebuttal Response: Legacy WEB
02/22/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
02/23/2022	Consumer Rejects Business' Final Offer: Legacy WEB
02/23/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
03/03/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
03/03/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
03/03/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
03/03/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
03/03/2022	Case Closed UNRESOLVED: Legacy Otto
04/26/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/26/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
04/26/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/05/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/05/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/05/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

02/15/2022 - Imported

Receive Business Response

We will be contacting the client this week to determine a path forward.

02/22/2022 - Imported

Received Business' Rebuttal Response

We do not get the pass or fail back same day as the inspection, it can be severe days or a week before we get all the information. We will of course review and get this resolved as quickly as possible.

02/22/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

As of February 15 2022 was the last that I heard a response from Solar Titan via email which was to no avail.

Also on February 15 Neal Fisher the State of Tennessee Electrical Inspector did another inspection on Solar Titan's electrical work and it failed a 2nd time with several violations. You would think that I should have been top priority to schedule someone to come out and fix the violations. I have not heard anything from Solar Titan in the last 7 days! They are continually dragging their feet. Very upsetting. I appreciate your help with this mess.

Jude France

02/23/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

The failed inspection notice was sent out on February 15 via an email and Cc to five different people.

04/26/2022 - Imported

Received Business' Rebuttal Response

We have spoken with the customer. We are working with the inspector to get him the additional information he asked for.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851397

Consumer Info: Linden, Thomas
2936 Downing St
Cookeville, TN 38506

papatom4@yahoo.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 2/14/2022 1:29:03 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

On 10/18/2021 we (Solar Titan/Solar Mosaic and myself Thomas Linden) signed a contract for the sale and installation of solar panel system on my home at 2936 Downing St., Cookeville, TN 38506. To this date (2/14/2022) I have not heard a thing from the company, only from Solar Mosaic to withdraw funds from my bank account for a make-believe solar system. I have tried on several instances to contact the company but only get the robot phone system that connects me to nothing. No one answers the phone and I go on hold indefinitely. I have contacted solar-mosaic several times and they have sent loan cancellation notices to Ideal Horizons with apparently no response since I have received nothing from either company. Local electrical engineers have told me that the system Solar Titan wants to install is too small to handle the requirements of my house. I used 10,392 Kw of power last year and solar titans' system is only 4.29 Kw. No permits have been issued and no products have been delivered. I would greatly like the contract cancelled and Ideal Horizons return the money to Solar-Mosaic so the contract can be cancelled.

Consumer's Desired Resolution:

No further contact by the business; Refund

Complaint Timeline

02/14/2022	Complaint Received by BBB: Legacy web
02/14/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/14/2022	Send Acknowledgement to Consumer: Legacy Otto
02/14/2022	Inform Member of Complaint: Legacy Otto
02/15/2022	Receive Business Response: Legacy WEB
02/15/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org

02/15/2022	Received Consumer Rebuttal: Legacy WEB
02/16/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/17/2022	Received Business' Rebuttal Response: Legacy WEB
02/17/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
02/17/2022	Consumer Rejects Business' Final Offer: Legacy WEB
02/18/2022	Bureau Judged Complaint Resolved: Legacy kathyf@knoxville.bbb.org
02/18/2022	Inform Consumer Case Closed Answered: Legacy Otto
02/18/2022	Inform Business - Case Closed AJR: Legacy Otto
02/18/2022	Case Closed AJR: Legacy Otto

Complaint Messages

02/15/2022 - Imported

Receive Business Response

We will be reaching out to the client this week to determine a path forward.

02/15/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

I would like them to reach out to Solar Mosaic and agree to cancelling my loan. As I stated in the complaint they have failed to communicate with me since Oct 2021 and have ignored Solar-Mosaic request on three separate occasions. Return the money and all will be square when I receive Solar-Mosaic loan cancellation. In the mean time please do not attempt to post any permits on my property in an effort to appear compliant with the contrac belatedly..

02/17/2022 - Imported

Received Business' Rebuttal Response

It was nice speak with you today.

02/17/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Talking with them did not cure the major problem; however we shall see if they can give me working

system according to their schedule. If not we will go to court to this once and for all.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851396

Consumer	Schwable, Charles	Business	Ideal Horizon Benefits / DBA: Solar
Info:	1622 LITTLE VINE RD Temple, GA 30179 charles.schwable@yahoo.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 2/15/2022 5:00:15 AM

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:

After several attempts to get solar, with deceitful practices and lies of 4 other companies, I had contacted Solar Titan USA. I had a follow up meeting with a salesman named Pete Peterson, he had brought a trainee, I can't remember that trainee's name, but he is my witness. After going through my property and discussing a 65% saving solar panel install which would have been \$58,600 I believe, he suggested a 90% saving or reduction of my current power bill at the time, \$71,500 system I went with. I was on a levelized bill of \$356. Which he presented a mathematical equation based on 12 months = \$4428 + 8.1% annual utility increase X 10 years = \$44K, x 20 years \$88K so it seemed legitimate. Then after panel crew, tech crew, then commission on Dec. 15th, 2021, my first bill was \$194, then this past bill shot up to \$377, I went through the roof, because I also have a \$405 a month solar payment which balloons to \$557 a month in 15 more months, so I called Carroll EMC my provider and started asking questions of what the salesman told me of a 90% reduction in power bill, the customer service rep. with Carroll EMC said, no way, you never get that much off your bill. So here we are after the Fox5 ITeam did a report on this whole West Georgia area about solar scams, these solar companies target people in the rural community based on their lack of solar education. Now, I am a disabled Veteran on a fixed income having a financial nightmare based on a lie, misrepresentation, and false narrative. Which after talking to news reporter this is twice as high as going rate here in Georgia

Consumer's Desired Resolution:

Billing adjustment

Complaint Timeline

02/15/2022	Complaint Received by BBB: Legacy web
02/15/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/15/2022	Send Acknowledgement to Consumer: Legacy Otto
02/15/2022	Inform Member of Complaint: Legacy Otto

03/02/2022	No Response to First Notice to Member: Legacy Otto
03/03/2022	Second Notice to Member Business: Legacy kathyf@knoxville.bbb.org
03/09/2022	No Response Received from Business on 2nd Notice: Legacy Otto
03/09/2022	Inform Consumer No Response from Business: Legacy kathyf@knoxville.bbb.org
03/09/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto
03/09/2022	Inform Business - Case Closed UNANSWERED: Legacy Otto
03/09/2022	Case Closed - UNANSWERED: Legacy Otto
04/25/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Receive Business Response: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/25/2022	Received Consumer Rebuttal: Legacy WEB
04/26/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/26/2022	Received Business' Rebuttal Response: Legacy WEB
04/26/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/05/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/05/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/05/2022	Case Closed - Assumed RESOLVED: Legacy Otto
05/23/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
05/23/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
05/23/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto

05/23/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
05/23/2022	Case Closed UNRESOLVED: Legacy Otto
06/21/2022	More Info Received from the Business: Legacy
06/22/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/22/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
06/22/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
06/30/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/30/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/30/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

04/25/2022 - Imported

Receive Business Response

We have spoken with the customer to address concerns and this project is complete.

04/25/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

They never spoke to me, my system still is not working properly, they don't answer emails or would speak to me on the phone. This is a big problem here in West Georgia with homeowners being scam by solar salesmen, they gouged me ,this system should of only ran \$2.77 per watt, not what they are charging me \$5.96 per watt

04/26/2022 - Imported

Received Business' Rebuttal Response

Our Client management system notes all calls and emails. We have spoken to this customer 5 times in February, 4 times in March and two times in April so far. As to the pricing suggested, unfortunately whoever suggested that pricing must be unaware of how much product cost have increased in the past year. Like most things in the world right now availability and costs increasing have been major issues.

06/21/2022 - Imported

More Info Received from the Business

We have spoken with Mr. Schwable and have addressed all his concerns. We have clarified the terms and tax credit information. We have assured him that he is a valued customer and we are here to make sure everything is taken care of. He has told us he is happy now.

06/22/2022 - Imported

Received Business' Rebuttal Response

We have spoken with Mr. Schwable and have addressed all his concerns. We have clarified the terms and tax credit information. We have assured him that he is a valued customer and we are here to make sure everything is taken care of. He has told us he is happy now.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851395

Consumer	Arnett, Mike	Business	Ideal Horizon Benefits / DBA: Solar
Info:	6407 Kemper Ct	Info:	Titan USA, LLC
	Burlington, KY 41005		414 N Peters Rd
	mikearnett2003@gmail.com		Knoxville, TN 37922-2332

Date Filed: 2/15/2022 2:01:17 PM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

I purchased a solar power system from Solar Titan back in October 2021, it is now February 2022 and I cannot get them to call me back to get a final inspection on our system I've been trying for at least one month calling every other day and all I get are voicemail systems so far I have made two payments on my system that I cannot even use the customer service is horrible and the resolution I am seeking is for them to get the job done so that I am satisfied

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

02/15/2022	Complaint Received by BBB: Legacy web
02/16/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/16/2022	Send Acknowledgement to Consumer: Legacy Otto
02/16/2022	Inform Member of Complaint: Legacy Otto
02/17/2022	Receive Business Response: Legacy WEB
02/17/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/18/2022	Received Consumer Rebuttal: Legacy WEB
02/18/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
02/28/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
02/28/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy

kathyf@knoxville.bbb.org

02/28/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
02/28/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
02/28/2022	Case Closed UNRESOLVED: Legacy Otto
04/25/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/26/2022	Consumer Rejects Business' Final Offer: Legacy WEB
04/26/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
04/26/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
04/26/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
04/26/2022	Case Closed UNRESOLVED: Legacy Otto
05/12/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
05/13/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/13/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
05/23/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/23/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/23/2022	Case Closed - Assumed RESOLVED: Legacy Otto
06/07/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
06/07/2022	Received Consumer Rebuttal: Complaint Reopen kathyf@knoxville.bbb.org

06/07/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
06/14/2022	Received Business' Rebuttal Response: Legacy WEB
06/14/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
06/15/2022	Consumer Rejects Business' Final Offer: Legacy WEB
06/15/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
06/15/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
06/15/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
06/15/2022	Case Closed UNRESOLVED: Legacy Otto
06/17/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
06/20/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
06/20/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
06/29/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/29/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/29/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

02/17/2022 - Imported

Receive Business Response

The operations manager will be giving you a call today!

02/18/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

Today is now the 18th and they still have not called me as they said they would on the 17th. When they actually call and take care of the issues that I have, I will update this to yes.

04/25/2022 - Imported

Received Business' Rebuttal Response

We've had delays during the inspection process and we have let the customer know we will be reimbursing them for bills.

04/26/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

All that has been offered to me is a possible call from someone who has the authority to reimburse us some of the money we have paid. This call has not been received and we are still waiting on our system to become operational and in 10 days we will have made our 5th payment with no resolution to our problem

05/12/2022 - Imported

Received Business' Rebuttal Response

We have spoken with the customer to resolve their frustrations. We have reimbursed them for the payments during the delay. We are committing to having them up and running as soon as possible.

06/07/2022 - Imported

Received Consumer Rebuttal

Document Attached

This has not been resolved, I received an email from Solar Titan with a Docusign document to sign that stated it was a courtesy Letter stating that they would pay 1 month of the 6 that I have already paid for a system that is still not working as a courtesy in order to address the concerns that we have. It also states that All terms and conditions of the original contract will still be honored by both parties.

Including but

not limited to, the customer bringing their frustrations and concerns to us directly for resolution not turning to negative representation of the company through reviews or disparaging comments. As I understand it, it is not ethical for them to ask me not to tell the truth about their company to anyone who asks including and not limited to the state of KY's Attorneys General office. Attached is the document that I signed in order to get at least some of my investment refunded.

See Attachment/File: Solar Titan courtesy letter - signed35441.pdf

06/14/2022 - Imported

Received Business' Rebuttal Response

We have removed that wording from the letter a month ago. This was intended to help us address concerns faster, we have removed it due to the confusion. If you have not received the new letter, we will make sure you do. Again, sorry for the confusion. We made to the offer to take care of the concerns brought to us. Thank you.

06/15/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Every Time that I call Solar Titan, I get the same answer. They tell me that their inspector will call me by next week. every week I call back because I never receive the call. This is really getting irritating, I have been waiting since October of 2021 to for this to be complete and I have been paying monthly payments since January of 2022 for a system that is not operational.

06/17/2022 - Imported

Received Business' Rebuttal Response

We are reimbursing all payments made until the system is up and running, We have spoken to him. We are trying to get his inspection done. The inspector in his area is very hard to get a hold of and there is no data base it has to be done thru the inspector directly.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851390

Consumer Info: Baker, Bonnie
5334 taylor barrow rd
Auburn, KY 42206

Bonbaker@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 2/17/2022 5:01:58 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

We signed the paper. The company kept putting off installation. The completed work was not complete. The system does not work as promised. Power went out and so did our system. Double bills. No solar. 6 months and a WRECC bill THREE TIMES WHAT IT SHOULD BE. I wish I never heard the name Solar Titan.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

02/17/2022	Complaint Received by BBB: Legacy web
02/18/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/18/2022	Send Acknowledgement to Consumer: Legacy Otto
02/18/2022	Inform Member of Complaint: Legacy Otto
03/07/2022	No Response to First Notice to Member: Legacy Otto
03/07/2022	Second Notice to Member Business: Legacy kathyf@knoxville.bbb.org
03/15/2022	No Response Received from Business on 2nd Notice: Legacy Otto
03/15/2022	Inform Consumer No Response from Business: Legacy kathyf@knoxville.bbb.org
03/15/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto
03/15/2022	Inform Business - Case Closed UNANSWERED: Legacy Otto
03/15/2022	Case Closed - UNANSWERED: Legacy

Otto

04/25/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Receive Business Response: Complaint Reopen kathyf@knoxville.bbb.org
04/25/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/26/2022	Received Consumer Rebuttal: Legacy kathyf@knoxville.bbb.org
04/26/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/26/2022	Received Business' Rebuttal Response: Legacy WEB
04/26/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/05/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/05/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/05/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

04/25/2022 - Imported

Receive Business Response

Customer is fully installed. There is a recalled part that we are waiting to come in from Generac.
Customer is aware and being updated regularly. We hope to have this taken care of quickly.

04/26/2022 - Imported

Received Business' Rebuttal Response

We have called once a week for the last 6 weeks to touch base on the recalled part we are waiting on from Generac. It looks like most of these calls no one is answering here is the number we are calling (270)777-2562

04/26/2022 - Imported

Received Consumer Rebuttal

Kathy,, They NEVER responded to my complaint.

They sold me sold me panels. But not enough panels to give me the solar that would run my home.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851391

Consumer Info: Andrews, Andre
1838 Twin Rivers Rd
Clarksville, TN 37040-2101

andreandrews2010@hotmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 2/19/2022 9:04:23 PM

Nature of the Complaint: Repair Issues

Consumer's Original Complaint:

The place panels o my metal building in late August. The installers step on louvers or ribs on metal roof cause significant damage to roof. The 3rd week of August the installation of the inverter and backup battery system was installed outside of building. This system should've been installed inside of building do to batteries will not recharge unless the temperature is above 48 degrees. My system doesn't work at all do to this error. I have called and got nothing but lied to and the run around. I'm a retired disabled veteran. I'm on a fixed income. This system cost me 40k and it doesn't work. I need help to get my roof fix and system placement I my building. Please help.

Consumer's Desired Resolution:

Fix roof and system

Complaint Timeline

02/19/2022	Complaint Received by BBB: Legacy web
02/21/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/21/2022	Send Acknowledgement to Consumer: Legacy Otto
02/21/2022	Inform Member of Complaint: Legacy Otto
03/09/2022	No Response to First Notice to Member: Legacy Otto
03/09/2022	Second Notice to Member Business: Legacy kathyf@knoxville.bbb.org
03/11/2022	Receive Business Response: Legacy WEB
03/11/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
03/21/2022	No Consumer Response- Assumed Resolved with Letter: Legacy

	Otto
03/21/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
03/21/2022	Case Closed - Assumed RESOLVED: Legacy Otto
03/23/2022	Received Consumer Rebuttal: Complaint Reopen kathyf@knoxville.bbb.org
03/24/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
03/24/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
03/25/2022	Received Business' Rebuttal Response: Legacy WEB
03/25/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
04/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/04/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

03/11/2022 - Imported

Receive Business Response

The battery issue was due to an error with Generac Datasheet. This has been acknowledged by Generac and they are compensating a fix for the issue. You will be called today.

03/23/2022 - Imported

Received Consumer Rebuttal

Sorry didn't see the email. No nothing hasn't been done since I originally sent the complaint. They call me on the 18th or so. They claim the will call this week to schedule an appointment to come out and replace battery component. Still haven't heard from them. Buy this is how they continue to lie and give me the run around. I really would like an investigation into the morals and responsibilities of this company. They are taken advantage of their customers. I need help.

03/25/2022 - Imported

Received Business' Rebuttal Response

Please know that you are welcome to reach out to the office for any updates. You will be called by the scheduling team today.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851389

Consumer	Colver, Rod	Business	Ideal Horizon Benefits / DBA: Solar
Info:	7931 GABLE DRIVE DOUGLASVILLE, GA 30135 rodcolver1@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 2/20/2022 10:06:17 AM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

I would like to file a complaint against two companies that are to me engaged in intentional fraud across interstate lines. After receiving an advertisement in the mail, on Nov. 4, 2021 I entered into a contract with Solar Titan and Mosaic Bank for them to install and finance solar panels on my home in the amount of \$43,000. I have attached copies of 135 internet complaints made against these companies. Their modus operandi is to install solar panels, get paid by their affiliated bank, Mosaic, and then abandon the job or not warranty it. Many times homeowners have no functioning solar panels and a large loan to pay. When the homeowner gets thoroughly disgusted with no response, and Solar Titan's abandonment of the job, and wants to get out of the contract, the homeowner is informed that for 30% of the contract Solar Titan will take the non-functioning panels down. Right now I have a non-functioning solar system and a large loan to pay to their affiliate. These 135 complaints describe again and again the same thing. Solar Titan broke Douglas County, Georgia law by installing their panels without getting the required business license, the required DBA registration, the required building permit and the required electrical permit prior to installation of the solar panels. It is obvious this was deliberate and they have no intention of following laws. Solar Titan refuses to respond to emails and phone calls. They refuse to provide names of managers or owners and they also refuse to respond. At this point they have intentionally abandoned their project. These 135 complaints describe this again and again and is a pattern of fraud and abuse. They have a contract that is contrary to public policy. The fine print states that their bank, Mosaic, will pay Solar Titan the complete amount whether or not the project is permitted, completed, or approved by the homeowner. Once Solar Titan abandons the job, Mosaic tries to collect the loan. I have been deliberately defrauded.

Consumer's Desired Resolution:

Solar Titan has abandoned the job and will never complete it. I want their product removed and the contract cancelled. They breached the contract.

Complaint Timeline

02/20/2022	Complaint Received by BBB: Legacy web
02/21/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org

02/21/2022	Send Acknowledgement to Consumer: Legacy Otto
02/21/2022	Inform Member of Complaint: Legacy Otto
02/22/2022	Receive Business Response: Legacy WEB
02/22/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
02/24/2022	Received Consumer Rebuttal: Legacy WEB
02/25/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
03/07/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
03/07/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
03/07/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
03/07/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
03/07/2022	Case Closed UNRESOLVED: Legacy Otto
06/09/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
06/09/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
06/09/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
06/10/2022	Consumer Satisfied - with Letter: Legacy WEB
06/10/2022	Inform Business - Case Closed RESOLVED: Legacy kathyf@knoxville.bbb.org
06/10/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

02/22/2022 - Imported

Receive Business Response

You will be call by tomorrow 2/23/22. We absolutely take care of our customers and will get the bottom of the delays.

02/24/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

Solar Titan and Solar Mosaic (their affiliated bank) are engaged in massive interstate fraud. Everyone should file complaints about them with the FBI and the FTC. I will be looking for a class action attorney. Your company, Mosaic bank has been turned over to the Federal Bureau of Investigation for interstate fraud in conspiracy with your affiliate, Solar Titan. You are well aware of the fraud Solar Titan is and has been perpetuating on many innocent homeowners. You have also been turned over to the Douglas County Sheriff, to the Georgia Consumer Protection agency and the Georgia Secretary of State's office. You are aware that Solar Titan repeatedly breaches its contracts. Any contract you make with homeowners' that requires them to pay you when Solar Titan has not performed is a contract against policy and is void. I am looking for an attorney who will take on a class action case against you and your affiliate.

In my case, Solar Titan breached its contract repeatedly. Just a few breaches are as follows:

1. Solar Titan failed to obtain a business license prior to doing business in Douglas County, a violation of law, and breach of contract.
2. Solar Titan failed to obtain a DBA name registration, a violation of law, and breach of contract.
3. Solar Titan failed to obtain a building permit in Douglas County prior to commencing building at my home, a violation of law, and breach of contract.
4. Solar Titan failed to obtain an electrical permit in Douglas County prior to commenting electrical work at my home, a violation of law, and breach of contract.
5. Solar Titan failed to post permits on my property prior to beginning work, a violation of law, and breach of contract.
6. Solar Titan failed to obtain a Georgia State Contractor's license, a violation of law, and breach of contract.
7. Solar Titan's work has been inspected by the County Building Licensing department and has been deemed in violation of the building codes.
8. Solar Titan refuses to respond to any calls and emails and has abandoned this project, a breach of contract.
9. The electrician listed in the paperwork sent to the local utility does not have an electrical license in the State of Georgia, a violation of law, and breach of contract.

Solar Titan never has had any intention of completing this project. You know this is how they operate. They knew from the start that breaking the law in these ways would mean that no permits would be granted, that no inspection would be made, much less pass, and the panels would never produce electricity, a breach of contract. I am informed that due to their breaches of law, under no circumstances will a permit be granted to them for my home. Their and your modus operandi is to not complete the project, and when the homeowner wants out of the deal you and Solar Titan demand 30% of the contract to take the panels off. Your contract is void as having no consideration, because I have received nothing of value, as Solar Titan has made sure of that. I am supposed to pay for something that does not and will never work. You have done this again and again. Such evil.

You conspire with Solar Titan to pay them whether or not the homeowner agrees and whether or not the project is functioning, or complete. Attached is a list of 135 complaints against Solar Titan. You are aware that you are included in these. You know full well what is going on and the extent of the fraud.

06/09/2022 - Imported

Received Business' Rebuttal Response

We have tried for many weeks to get ahold of Mr. Colver. We have emailed, and left multiple messages. We have agreed to cancel his project if he still wants that outcome. We also spoke with the Chief inspector about his project and the project can be completed if he chooses that. The inspectors office confirmed to us that they should not have issued the electrical permit without the building permit. They did issue it and did not let us know that a building permit was needed. This was discovered after this install had begun, due to not being told this when we pulled the electrical permit. The inspector told us this could easily be fixed with a new permit. We have tried to speak with Mr. Colver to see how he wants to proceed. He also told us he would speak with his staff and remind them of this process.

06/10/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

I have asked repeatedly for Solar Titan to cancel this contract and pick up their non-functioning equipment. Yesterday they appeared to agree to do this. Hopefully, they will do that.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851392

Consumer Info: Ward, Jennimarie
1144 Birdwell Drive
Gallatin, TN 37066

jlwsart@hotmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan-USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 2/25/2022 6:04:19 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

On 9-28-2021 my husband and I (lonnie & Jennimarie Ward) agreed to purchase a solar system from Jacob Chinardes, a sales rep with Solar Titan USA. We were assured that they would try to get the system running by Christmas and at the latest the system would be operational by 1-1-2022. We do not have an account number listed on the sales ticket. Today is February 25, 2022 and we have reached out NUMEROUS times for assistance as our system is still NOT operational and I cannot get any information. I have previously spoken with a Kaitlyn, Sara, Taylor, Heather and Jessica Powers and given all kinds of reasons for the delay and that they would resolve this shortly and the last reason was that the proper process was not followed with the City of Gallatin - Gallatin Department of Electricity I order to get an inspection so that the system could be activated. Last week I phoned, left messages and cannot get anyone to speak to me or return the phone calls to me about our system. Currently - as I am typing - I am speaking with a Shannon and she appears (like the others did) to be attempting to find out the situation. My response to her is that the system needs to be operational next week or removed. As expected she cannot figure out what the problem is or who has answers and like the other ladies ended the phone call with a promise of a phone call on Monday with an update. I shared with her that I was contacting the BBB and that I am left with no recourse within your company and are seeking outside assistance. I am needing help in getting this ridiculous situation resolved. This is a lot of money we have invested to receive bad customer service, no communication and a roof full of useless solar panels. We have even made two payments on the system and paying for the damaged shingles from the December installation. We want the system up and operational within 7 working day or removed, monies refunded and the roof to be in pre-installation condition.

Consumer's Desired Resolution:

Finish the job; Removal and refund of solar panels

Complaint Timeline

02/25/2022	Complaint Received by BBB: Legacy web
02/27/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/27/2022	Send Acknowledgement to Consumer: Legacy

	Otto
02/27/2022	Inform Member of Complaint: Legacy Otto
03/15/2022	No Response to First Notice to Member: Legacy Otto
03/15/2022	Second Notice to Member Business: Legacy kathyf@knoxville.bbb.org
03/15/2022	Receive Business Response: Legacy WEB
03/15/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
03/15/2022	Received Consumer Rebuttal: Legacy WEB
03/15/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
03/16/2022	Received Business' Rebuttal Response: Legacy WEB
03/16/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
03/24/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
03/24/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
03/24/2022	Case Closed - Assumed RESOLVED: Legacy Otto
03/29/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
03/29/2022	Received Consumer Rebuttal: Legacy kathyf@knoxville.bbb.org
03/29/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
03/29/2022	Received Business' Rebuttal Response: Legacy WEB
03/29/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
03/29/2022	Consumer Rejects Business' Final Offer: Legacy WEB
03/30/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org

03/30/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
03/30/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
03/30/2022	Case Closed UNRESOLVED: Legacy Otto
05/05/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
05/05/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
05/05/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/13/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/13/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/13/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

03/15/2022 - Imported

Receive Business Response

Thank you for bringing your concerns! You will be contacted today.

03/15/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

We have not been contacted by the business even though I phoned them last Thursday. I was told that Shannon would return my phone call and I have not heard back from her or anyone else as of today 3/15/22 at 1:11pm CST

03/16/2022 - Imported

Received Business' Rebuttal Response

We were waiting on an update. You will be called shortly. Thanks

03/29/2022 - Imported

Received Business' Rebuttal Response

You will be called today. Please know you can reach out directly to the office at anytime as well!

03/29/2022 - Imported

Received Consumer Rebuttal

On March 16th, my husband received a message on his phone indicating that the company had acquired the required bond. That was the entirety of the message - nothing about a timeline and we haven't received an update since that day.

I had to reach out to the company for payment to the roofing company that had repaired the damaged caused by the installers, but I still have not received confirmation that have paid the bill. (I did ask politely that they send me a note that payment was made)

I truly believe that the only reason my husband received the message/update on the 16th, was due to your contacting them. I am sending this to and it is March 28th. Would you please contact the business again as I am hoping that will help us get this situation concluded?

03/29/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

The whole situation they created is not acceptable and I did try to phone last week. The first two phone call were not answered and the third time I was placed on hold for more than 10 minutes, so I hung up. The phone number that should be called today, that I have given to several people there, is 615-925-0723. My husband's number is 615-925-0724 and he does not always get the phone calls on his phone at the hospital.

05/05/2022 - Imported

Received Business' Rebuttal Response

We spoke with Mr. Ward and have explained what caused the delay. He is understanding and knows that we will have him completed soon.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851393

Consumer	Ricketts, Elizabeth	Business	Ideal Horizon Benefits / DBA: Solar
Info:	1885 Oldham Road	Info:	Titan-USA, LLC
	Mount Sterling, KY 40353		414 N Peters Rd
			Knoxville, TN 37922-2332
	ejbunz@hotmail.com		

Date Filed: 2/28/2022 10:58:47 AM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

We signed up with Solar Titan, USA for solar energy on 11/09/2021 and paid 1/2 the cost up front. The panels were attached to the roof on 11/24/21 but then it took over another month to have the electrician install the wiring to the house and meter on 12/29/21 and at that time we paid the remaining balance. The next step is to have it inspected and despite numerous phone calls to the company the inspector has not been contacted. We were advised by the inspector that the company had to contact him and we could not schedule an inspection ourselves. We have tried to reach a company rep and have left numerous messages over the past two months but no one will call us back.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

02/28/2022	Complaint Received by BBB: Legacy web
02/28/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
02/28/2022	Send Acknowledgement to Consumer: Legacy Otto
02/28/2022	Inform Member of Complaint: Legacy Otto
03/02/2022	Receive Business Response: Legacy WEB
03/03/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
03/11/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
03/11/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
03/11/2022	Case Closed - Assumed RESOLVED: Legacy

OTTO

Complaint Messages

03/02/2022 - Imported

Receive Business Response

We will have someone from the permitting department reach out to you today!!

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851394

Consumer	Benton, Keith	Business	Ideal Horizon Benefits / DBA: Solar
Info:	1485 Moriah Trce Auburn, GA 30011 kdbenton62@gmail.com	Info:	Titan-USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 2/28/2022 7:07:36 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

On January 28, 2022 a representative of Solar Titan name Terrell came to my home sell me a system .On the system I had a couple of the system one was which that if I got it I would not have a electric bill and It would not cost me over \$190 a month for the life of the loan. Terrell got his manger on the phone his name IS Corbin told me that the 4 kw was plenty and he get me a payment \$171 for the life of loan. On February 20 a representative of Jackson E M C gave me a call telling that I was approve for the solar panels witch was good since they were all ready on my roof. Since he was on the phone I ask if my system would give me enough power .He told me no that I would need at least a system that would produce 2000 kw. Either Terrell or Corbin under estimate what I needed or they plan out lied to me ,for the sale.

Consumer's Desired Resolution:

Either give me a system that would enough electricity or come get their equipment and cancel the contract.

Complaint Timeline

02/28/2022	Complaint Received by BBB: Legacy web
03/01/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
03/01/2022	Send Acknowledgement to Consumer: Legacy Otto
03/01/2022	Inform Member of Complaint: Legacy Otto
03/02/2022	Receive Business Response: Legacy WEB
03/03/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
03/11/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto

03/11/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
03/11/2022	Case Closed - Assumed RESOLVED: Legacy Otto
03/23/2022	More Info Received from the Consumer: Legacy
03/23/2022	Received Consumer Rebuttal: Complaint Reopen kathyf@knoxville.bbb.org
03/24/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
03/24/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
03/25/2022	Received Business' Rebuttal Response: Legacy WEB
03/25/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
04/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/04/2022	Case Closed - Assumed RESOLVED: Legacy Otto
04/04/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/04/2022	Received Consumer Rebuttal: Complaint Reopen kathyf@knoxville.bbb.org
04/04/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/05/2022	Received Business' Rebuttal Response: Legacy WEB
04/05/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/14/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
04/14/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/14/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

03/02/2022 - Imported

Receive Business Response

Our customer care team is here to assist you. Our technical operations manager will be reaching out to you. please feel free to call in and request to speak with Dale Roden

03/23/2022 - Imported

More Info Received from the Consumer

This has not resolved at all .I'm at a loss, I heard from Dale Roden but I did talk to John Carroll who is in sells which he blew more smoke at me.I just don't know what to do.

03/23/2022 - Imported

Received Consumer Rebuttal

It hasn't been resolved, I haven't talked to Dale Roden,I talked to John Carroll. In which he blew more smoke at me.I'm at a loss don't know what to do. I believe that I will pay more for electricity which is the right opposite of what I want.

03/25/2022 - Imported

Received Business' Rebuttal Response

You can at anytime call the office and ask to speak with Dale. He will be reaching out to you today.
Thank you

04/04/2022 - Imported

Received Consumer Rebuttal

Well it's been two weeks I have call both John Carroll and Dale Roden they have not call me back. I would like for them to send me paperwork explaining how a 4 kw system can be boosted to a 9 kw system. What am I supposed to do when 20 kw that my electric company says I need in the middle of winter or in middle of summer.

04/05/2022 - Imported

Received Business' Rebuttal Response

Dale or John will call you today.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851387

Consumer Info: Hall, Wendall
4263 Upper Second Creek Road
Hazard, KY 41701

wendall_angie@yahoo.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 3/4/2022 10:02:49 AM

Nature of the Complaint: Repair Issues

Consumer's Original Complaint:

I purchased solar panels and had them installed on my home in November 2021 and was told by the salesman they would be online working by January 1, 2022. They were installed on December 1, 2022. The system went down on February 17, 2022. However, even though they were working, the net meter was not installed until February 21, 2022 due to various issues with paperwork Solar Titan did not complete correctly with the electric company. So the system quit working before they could be used and benefit us. A technician came out on March 2, 2022 and stayed just a few minutes and said he could not get on the roof because he was by himself. He could not tell me when he might return. I have made multiple calls to Solar Titan and cannot get an answer when the technician might return. I did not pay \$47,000 for a roof ornament.

Consumer's Desired Resolution:

Repair

Complaint Timeline

03/04/2022	Complaint Received by BBB: Legacy web
03/04/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
03/04/2022	Send Acknowledgement to Consumer: Legacy Otto
03/04/2022	Inform Member of Complaint: Legacy Otto
03/19/2022	More Info Received from the Consumer: Legacy
03/21/2022	No Response to First Notice to Member: Legacy Otto
03/21/2022	Second Notice to Member Business: Legacy kathyf@knoxville.bbb.org
03/25/2022	More Info Received from the Consumer: Legacy

03/25/2022	Receive Business Response: Legacy WEB
03/28/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/05/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
04/05/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/05/2022	Case Closed - Assumed RESOLVED: Legacy Otto
08/15/2022	Received Consumer Rebuttal: Complaint Reopen kathyf@knoxville.bbb.org
08/16/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
08/16/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
08/18/2022	Received Business' Rebuttal Response: Legacy WEB
08/18/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
08/26/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
08/26/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
08/26/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

03/19/2022 - Imported

More Info Received from the Consumer

Solar titan came out on 3/17/22 and worked on the system . They took the inverter which is part of the system with them . They couldn't get me a date when they would return .. still not working . I'm very dissatisfied with this company

03/25/2022 - Imported

Receive Business Response

The service manager will be calling you today. The referenced service was preformed today. Please know you can call the office directly with any questions or concerns. Thank you

03/25/2022 - Imported

More Info Received from the Consumer

Solar titan service representatives (2 persons) came out today and installed a new inverter and after about 3 hours they left and it is still not working.. I asked when they thought they would be back and he said hopefully next week .. I'm very frustrated with this company .. my next step is legal action

08/15/2022 - Imported

Received Consumer Rebuttal

I keep having problems with my system..it quit working on June 22 2022 they have sent several people out on different dates and no one seems to know what is going on . One person says it needs a new inverter and then they send other techs out without a inverter , run a few checks and leave . My system have been down more than it has ran . I paid a lot of money for this system and It won't work . I keep getting the run around .

08/18/2022 - Imported

Received Business' Rebuttal Response

So sorry there was an issues with the shipment of the replacement. This service has been rescheduled for 8/22/22. We will get this taken care of ASAP!

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851388

Consumer	Smith, Rachel	Business	Ideal Horizon Benefits / DBA: Solar
Info:	3320 TIMBER VIEW LN Cookeville, TN 38506 rljs117@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 3/4/2022 12:03:03 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Aug. 2021 we agreed to have Ideal Horizon Benefits / DBA: Solar Titan USA, LLC install solar panels on our residence. As of Mar. 2022 we still are NOT able to utilize the solar panels that were installed by Ideal Horizon Benefits / DBA: Solar Titan USA, LLC. This is due to the fact that Ideal Horizon Benefits / DBA: Solar Titan USA, LLC has failed 3 state inspections as well utility inspections. State Inspector has advised that this company has installed electrical components completely backwards and is a fire hazard so the system has to be completely rewired or shut down. At this point, Ideal Horizon Benefits / DBA: Solar Titan USA, LLC is not answering our phones calls or returning our voice mails. We purchased these solar panels 8 months ago and to date, 3/4/2022, we are still not able to use the solar panels due to potential fire hazard. Any help you can provide refunding of our money will be greatly appreciated.

Thank you!

Consumer's Desired Resolution:

Refund

Complaint Timeline

03/04/2022	Complaint Received by BBB: Legacy web
03/04/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
03/04/2022	Send Acknowledgement to Consumer: Legacy Otto
03/04/2022	Inform Member of Complaint: Legacy Otto
03/21/2022	No Response to First Notice to Member: Legacy Otto
03/21/2022	Second Notice to Member Business: Legacy kathyf@knoxville.bbb.org
03/25/2022	Receive Business Response: Legacy WEB

03/28/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/03/2022	Received Consumer Rebuttal: Legacy WEB
04/03/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/05/2022	Received Business' Rebuttal Response: Legacy WEB
04/05/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/13/2022	No Consumer Response- Assumed Resolved with Letter: Legacy OttO
04/13/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy OttO
04/13/2022	Case Closed - Assumed RESOLVED: Legacy OttO

Complaint Messages

03/25/2022 - Imported

Receive Business Response

Thank you for reaching out. You will be contacted today.

04/03/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

I do not see a response from Ideal Horizon dba Solar Titan. We receive a call from Solar Titan. However, we have not reached any resolution or refund or any other actions other a phone call. We are still need a refund or escalated service to correct the errors they have made. We truly appreciate any assistance you can provide. Thank you!

04/05/2022 - Imported

Received Business' Rebuttal Response

We are taking care of what needs to be done! Please feel free to reach out directly to us. You will be called again today with an update.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851385

Consumer	Myers, Jakob	Business	Ideal Horizon Benefits / DBA: Solar
Info:	901 Festival Lane Knoxville, TN 37923 jakobmyers23@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 3/5/2022 10:04:10 PM

Nature of the Complaint: Repair Issues

Consumer's Original Complaint:

They came to install the panels and had me sign-off on the placement. That scope was ignored. The change in configuration now has some of the panels in shadows affecting energy production. They also left lots of nuts and bolts in the yard that could've been a safety issue to my dogs & children. I reached out to discuss this and they ignored me & did not communicating at all. The salesman assured me it'd still generate the promised energy, but nothing from the company otherwise. To move forward, I told him if it generated the promised energy let's proceed with the installation. Next a tech came to fasten the whip cable from the panels on the roof down the side of the house. We were shocked when it wasn't a vertical line from the roof down to the ground. They screwed brackets into the vinyl siding leaving a very crooked cable. By the time we saw this there was nothing that could be done. They had already come and gone. Next was the battery & control unit installation. We had to purchase an additional automatic transfer switch (ATS) for the unit to be independent of the main electrical grid which was the purpose of going solar. Next when the ATS was installed the installer cut a large hole through the drywall inside to the outside. This was discussed. I agreed. They cut an excessively large hole (drywall & vinyl siding). They then put a 2-inch-wide glob of silicone between the unit & the vinyl. Inside, they screwed the drywall back in pieces but, now we can literally see daylight from outside. We were told Solar Titan's guidance is for us to repair it and send them a bill. Seriously?! I tried addressing steps for completion (and the property damage) using "kid gloves." I contacted them, zero response. I tried following up several time - NOTHING. I'm already paying for a system that DOES NOT WORK and I'm still paying my current electric bill. Not only can they not communicate anything with customers, they apparently can't make your home run off of Solar either.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

03/05/2022	Complaint Received by BBB: Legacy web
03/07/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
03/07/2022	Send Acknowledgement to Consumer: Legacy

	Otto
03/07/2022	Inform Member of Complaint: Legacy Otto
03/22/2022	No Response to First Notice to Member: Legacy Otto
03/22/2022	Second Notice to Member Business: Legacy kathyf@knoxville.bbb.org
03/25/2022	Receive Business Response: Legacy WEB
03/25/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
04/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/04/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

03/25/2022 - Imported

Receive Business Response

You can reach out to the office for any questions. You will be called by a technical manager today.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851386

Consumer	Griggs, Jessica	Business	Ideal Horizon Benefits / DBA: Solar
Info:	3612 Spice Ridge Stanford, KY 40484 jess1396y@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 3/9/2022 4:01:13 PM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

This company desperately needs to be looked into. They came to our home last year, their sales man (that apparently doesn't work for them anymore) gave us the rundown on what they offer. We were told the panels were heated, that we would be getting a tax refund to use towards our panels so the monthly cost didn't go up, that we would be saving money on electricity, and a slew of other promises. They have all be debunked within less than a year. The panels are not heated, you do not receive a refund you receive a credit and only bits of it not all at once, and we have saved little to nothing on our electricity since getting them. Our winter bills were higher than they were before we had them! We have reached out to them multiple times and they chalk it up to the sales person not telling us the correct info. Even though apparently he was a manager of some sorts when he wa a employee by them. They are scamming people, if you look at the google reviews there's people who have been waiting up to a year to have their panels simply installed but still having to pay the bill for them. They hardly ever answer the phone or emails. Someone needs to do something about this, several have threatened law suits including myself. This is not right and their needs to be an investigation done on them.

Consumer's Desired Resolution:

I simply what others to be aware of these scammers and for someone to actually investigate this business

Complaint Timeline

03/09/2022	Complaint Received by BBB: Legacy web
03/10/2022	Case Determined to be INFO ONLY - No Wait: Legacy kathyf@knoxville.bbb.org
03/10/2022	Inform Consumer - Case Closed INFO ONLY: Legacy Otto
03/10/2022	Inform Business of Case Closed INFO ONLY: Legacy Otto
03/10/2022	Case Closed INFO ONLY: Legacy Otto

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851384

Consumer Info: Coffey, David
210 Rolling Acres Dr
Nicholasville, KY 40356

fyrbeast@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 3/19/2022 9:03:17 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

Solar titan came and did there sales pitch, and we liked what we heard. We filled out the paperwork, and were told that most of the installs take 4-6 weeks from start to end. Within, 2 wks the panels got installed...great. A month later I get a call from a guy who needs to come into my attic to take measurements to make sure the panels are installed in the right locations, etc....gotta make sure the roof can handle the weight of the panels. HELLO, they've been up there a month already, the roof can obviously take it. Well, my city requires it in order to issue THE PERMIT for the installation. So the permit hasn't even been issued and I have panels up. Then I noticed on the website that a free battery is included with installation, so I called them about it...and they want 18000 for a battery. Not caring that I am in the middle of an install and they are offering that. Not caring that a permit should have been issued prior to the panel installation. We are now at 2 months and our panels are not active yet. I want the free battery they are offering people. With all the crap we've been dealt from them...it should be reasonable.

Consumer's Desired Resolution:

New customers are getting a free battery with the install...I am a new customer and you didn't give me one.

Complaint Timeline

03/19/2022	Complaint Received by BBB: Legacy web
03/21/2022	Member or MIP Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
03/21/2022	Send Acknowledgement to Consumer: Legacy Otto
03/21/2022	Inform Member of Complaint: Legacy Otto
03/25/2022	Receive Business Response: Legacy WEB
03/28/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org

04/05/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
04/05/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/05/2022	Case Closed - Assumed RESOLVED: Legacy Otto
07/07/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
07/07/2022	Received Consumer Rebuttal: Legacy pfrazier@knoxville.bbb.org
07/07/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
07/15/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
07/15/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
07/15/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
07/15/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
07/15/2022	Case Closed UNRESOLVED: Legacy Otto
09/23/2022	More Info Received from the Business: Legacy
10/10/2022	More Info Received from the Business: Legacy

Complaint Messages

03/25/2022 - Imported

Receive Business Response

We are calling you with an update.

07/07/2022 - Imported

Received Consumer Rebuttal

The fourteenth of January we entered into a contract with Solar Titan USA. Within a month the panels were up...then a month later I get a call from a guy who had to crawl around my attic to see if any reinforcement was needed. He agreed with me that it should have been done prior to the panel install. With out this work the permit wouldn't be issued. The day after he took measurements they came and wired everything in. So all told we have had a completely wired up solar system for 4 months that we can't use yet. The guy came back with his assessment, and they immediately wanted a second

opinion...this all took 7 weeks. They finally agreed to just do the work, and that was finished June 1st. We are still waiting, we have come to find out we are not the only people stuck waiting. Time is work a lot...we are making payments to them and the electric company right now. Right after we signed the papers, they had a promo giving a free battery with every install. That would be a very desired outcome.
See Attachment/File: more info from customer-Coffey D.pdf

09/23/2022 - Imported

More Info Received from the Business

If you have any additional concerns please call the office. 865/392/1036

10/10/2022 - Imported

More Info Received from the Business

We are happy to address your concerns. Please call the office at 865-392-1036 ex317

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851383

Consumer	Richir, Kenneth	Business	Ideal Horizon Benefits / DBA: Solar
Info:	211 woodland circle Calhoun, GA 30701 krichir0115@yahoo.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 3/31/2022 7:04:54 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

I signed contract of purchasing solar energy system for 211 woodland circle with the agreement that i would not be paying 2 bills (my electric bill and mosaic the financing companies bill). My contract was signed on the last day of oct. 2021. The system completion date was March 30 2022. Solar Titan had 3 months to complete work (before 1st bill was due, February 4th) but due to solar titan's inability to communicate from the installation workers and the home office. installation took 5 months (minus one day). I paid my electric bill and mosaic bill for a total of 2 billing cycles. There was verbal agreement that the system would be installed before the first Mosaic (finance company) billing statement. February 4th and March 4th and April 4th bill is due soon. Kenneth, Thank you for choosing Mosaic. \$217.06 is due on 02/04/2022. You can also take a look at your Loan Closing Certificate (attached) which covers all of your loan's details including loan amounts and payment dates. Questions? Concerns? Please feel free to contact us and we'll be happy to help you. Mosaic Customer Support support@joinmosaic.com (855) 746-7849 I am asking for the amount of 434 dollars because the system was not installed in a timely manner due to Solar Titan's inability to communicate. It took 5 months for no other reason other than Solar Titan's inability to send out the proper installers. When asked about this matter, Solar Titan said they could do nothing and suggested i call Mosaic (finance company). Mosaic suggested i call Solar Titan. I am retired and live on a budget and had no intentions on paying 2 energy bills. Solar Titan's inability to install the system in a timely manner (due to lack of communication with-in the company), cost me 434 dollars on my already tight budget. Sincerely Kenneth Richir

Consumer's Desired Resolution:

Billing adjustment; Refund

Complaint Timeline

03/31/2022	Complaint Received by BBB: Legacy web
04/01/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/01/2022	Send Acknowledgement to Consumer: Legacy Otto

04/01/2022	Inform Member of Complaint: Legacy Otto
04/01/2022	Receive Business Response: Legacy WEB
04/01/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/01/2022	Received Consumer Rebuttal: Legacy WEB
04/03/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/05/2022	Received Business' Rebuttal Response: Legacy WEB
04/05/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/06/2022	Consumer Satisfied - with Letter: Legacy WEB
04/06/2022	Inform Business - Case Closed RESOLVED: Legacy kathyf@knoxville.bbb.org
04/06/2022	Case Closed RESOLVED: Legacy Otto
09/12/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
09/12/2022	Received Consumer Rebuttal: Legacy pfrazier@knoxville.bbb.org
09/12/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
09/20/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
09/20/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
09/20/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
09/20/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
09/20/2022	Case Closed UNRESOLVED: Legacy Otto
09/23/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
09/26/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org

09/26/2022	Consumer Rejects Business' Final Offer: Legacy WEB
09/26/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org

09/26/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
09/26/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
09/26/2022	Case Closed UNRESOLVED: Legacy Otto
09/26/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org

Complaint Messages

04/01/2022 - Imported

Receive Business Response

We are looking into this now! The customer will be contacted today!

04/01/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

I was not contacted on this matter. I was contacted on a different matter regarding how many volts was my electrical box. There was no conversation about this matter.

04/05/2022 - Imported

Received Business' Rebuttal Response

Your system is up and running. We are here for any questions.

04/06/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

Very disappointed, but what i expected. Very difficult to give a positive response to any solar inquiries by neighbors or friends. I find it my obligation to warn others as I see justified.

09/12/2022 - Imported

Received Consumer Rebuttal

The contract was signed at the end of October in the year 2021. I paid 38,000 dollars for them to provide solar power/energy to my house at 211 woodland circle in Calhoun, Georgia. It has been almost a year now and still the job isn't complete as the house runs only on half of the panels which have been installed. I have financed this contract and Solar Titan has been paid yet i still do not have full service. Solar Titan USA has stated they know of the problem but pass the responsibility to another company.

They have called and have told me only what i like to hear but have done nothing to fix the problem.
Empty promises, no accountability, problem a almost a year old.
Finish the job; Replace the parts that need replaced, in a reasonable time, which has long passed
Kenneth Richir

09/23/2022 - Imported

Received Business' Rebuttal Response

If you have any additional concerns please reach out to the office 865/392/1036

09/26/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

The system is up and running only at half power. Half the panels are operational and the other half are not. Solar Titan is and has been aware of this. It will be one year October 31 that they have not operated fully. Solar Titan knows this as well. I have contacted local lawyers and Georgia consumer protection agency. I cannot get help. Next step will be to go to Knoxville small claims court. I just want my Solar Panels fully operational. I lose money every month they are not fully operation. I expect compensation for the long wait, more than time to fix the problem. Please help. Kenneth

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851382

Consumer	Dahl, Randy	Business	Ideal Horizon Benefits / DBA: Solar
Info:	507 lazy lane	Info:	Titan USA, LLC
	Kingsport, TN 37663		414 N Peters Rd
			Knoxville, TN 37922-2332
	Dahlx4@sbcglobal.net		

Date Filed: 4/3/2022 6:10:53 PM

Nature of the Complaint: Delivery Issues

Consumer's Original Complaint:

November 20, 2021 we purchased a home solar electric system from Solar Titan. December 2, 2021 they installed the solar panels. After that it went down hill fast. They would not return phone calls about scheduling the electrical to get installed. I called twice a week until I finally got a hold of the operator and got to scheduling and got on the schedule for the end of February. Since then all I need done is two inspections. One from the state of Tennessee and one from our electrical supplier. For over a 5 weeks now they will not again answer the phone nor will they return messages to tell me when the inspections will be completed. The system cost \$44,500 and I have been paying on the loan for 3 months now and I can not use the system until I get the inspections.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

04/03/2022	Complaint Received by BBB: Legacy web
04/03/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/03/2022	Send Acknowledgement to Consumer: Legacy Otto
04/03/2022	Inform Member of Complaint: Legacy Otto
04/05/2022	Receive Business Response: Legacy WEB
04/05/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/06/2022	Received Consumer Rebuttal: Legacy WEB
04/06/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org

04/07/2022	Received Business' Rebuttal Response: Legacy WEB
04/07/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/07/2022	Consumer Rejects Business' Final Offer: Legacy WEB
04/08/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
04/08/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
04/08/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
04/08/2022	Case Closed UNRESOLVED: Legacy Otto
05/04/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
05/05/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/05/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
05/13/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/13/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/13/2022	Case Closed - Assumed RESOLVED: Legacy Otto
06/13/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
06/13/2022	Received Consumer Rebuttal: Legacy kathyf@knoxville.bbb.org
06/13/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
06/17/2022	Received Business' Rebuttal Response: Legacy WEB
06/17/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
06/28/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/28/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto

06/28/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

04/05/2022 - Imported

Receive Business Response

Per the notes in our system we spoke with your wife on March 29th, and left two messages and spoke with your wife today. Everything is scheduled. We are committed to getting everything up and running.

04/06/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

They have not done anything except admit they left our situation on the desk and didn't address the failed inspection. They may say it is scheduled but we have no proof. All we have is people saying they have done something. That's the same excuse they gave us 5 weeks ago and nothing happened.

They also didn't leave two messages. They called me and I missed the call. I had my wife call them back within 20 minutes. We are also still waiting on a call back from a supervisor

04/07/2022 - Imported

Received Business' Rebuttal Response

We have spoken to your wife. We will reach out again.

04/07/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

As of 4-7-2021 I called Kingsport building Dept and was told Solar Titan has not applied for a contractor license from the city, thus no permits have been issued. So they are not doing anything to correct the issue.

As of today we are still waiting on a call back from either Dale or Bernadette as my wife was told Tuesday they would call regarding the financial implications of the delay.

05/04/2022 - Imported

Received Business' Rebuttal Response

We have spoken with Mr. and Mrs. Dahl, They understand the delay and that we are working to get everything completed. We are reimbursing them for payments during this delay. Everything should be 100% by May 31st.

06/13/2022 - Imported

Received Consumer Rebuttal

Solar Titan has not finished the job and actually has not done anything since the start. As of 6-7-2022
Solar Titan has not applied for a permit

06/17/2022 - Imported

Received Business' Rebuttal Response

We did pull permits with the state, There are city permits required which was mentioned to us when we had started the process, which we have applied for. We have updated Mr. Dahl and will be reimbursing him for any payments until it has passed inspection.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851381

Consumer	White, Mark	Business	Ideal Horizon Benefits / DBA: Solar
Info:	995 towee pike Reliance, TN 37369 markhwhite@gmail.com	Info:	Titan-USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 4/5/2022 5:02:06 AM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

This company installed a solar power system for us in jan 2022. From the install date the system has a problem where it will not produce power on one of the 3 banks of solar panels System reports an error on that bank of 6 panels The manufacturer Generac customer support suggested it is a miss install or bad part. They suggest a part called a snap rs my be at fault Solar titan says it maybe a part called a pv link Either way Solar titan will not even make service call to properly diagnose the problem Generac has some part delays on pv links but promised parts by March I think solar titan should at least come on site to find the problem We have almost 50 thousand dollars invested with Solar titan We deserve a diagnosis and fix of a system that is new and failed

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

04/05/2022	Complaint Received by BBB: Legacy web
04/05/2022	Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/05/2022	Send Acknowledgement to Consumer: Legacy Otto
04/05/2022	Inform Business of Complaint: Legacy Otto
04/05/2022	Receive Business Response: Legacy WEB
04/05/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/06/2022	Received Consumer Rebuttal: Legacy WEB
04/07/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org

04/07/2022	Received Business' Rebuttal Response: Legacy WEB
04/07/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/07/2022	Consumer Rejects Business' Final Offer: Legacy WEB
04/08/2022	Bureau Judged Complaint Resolved: Legacy kathyf@knoxville.bbb.org
04/08/2022	Inform Consumer Case Closed Answered: Legacy Otto
04/08/2022	Inform Business - Case Closed AJR: Legacy Otto
04/08/2022	Case Closed AJR: Legacy Otto
04/10/2022	Received Consumer Rebuttal: Complaint Reopen kathyf@knoxville.bbb.org
04/11/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/11/2022	Received Business' Rebuttal Response: Legacy WEB
04/11/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
04/12/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
04/20/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
04/20/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/20/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

04/05/2022 - Imported

Receive Business Response

You are correct that Generac has several parts under a replacement warranty. We will call today and get you on the schedule. You can reach out directly any time to our office as well.

04/06/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

Not yet ready to close out the complaint

The business has scheduled a service call on April 15 2022

I would like to keep complaint open until if and when the service call is completed and system is operational

04/07/2022 - Imported

Received Business' Rebuttal Response

Service call is scheduled for April 15th, 2022

04/07/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Happy provider has scheduled the service call

Will need to wait until scheduled work is completed before I dismiss the complaint

04/10/2022 - Imported

Received Consumer Rebuttal

No sure why my complaint was closed

The company has scheduled a repair date on April 15

Would like to keep this complaint open until then

04/11/2022 - Imported

Received Business' Rebuttal Response

Service call scheduled for April 15th, 2022

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851378

Consumer Info: Bakke, Michael
3845 Westview Dr NE
Cleveland, TN 37312

m.bakke85@yahoo.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 4/12/2022 6:04:44 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

We signed with Titan Solar back in January. We were assured that our system would be operational before the 3 months allotted time-frame before which we would start paying on our financing. It took me multiple phone calls with no responses to get us scheduled for install. To my dismay, they installed the panels in the wrong spot and we were never told that electricians would still need to be scheduled thereafter. Again, numerous phone calls were made before we were scheduled again to move the panels, a roofer to come out to repair our roof, and electricians to complete the install. Now we are awaiting inspection. I contacted the city and they said they have responded to Solar Titan's permit request to get the invoice paid and their updated business license, but nobody has responded to them either. So they get your signature. You need to make 15+ phone calls to a multitude of departments before anyone will respond. Now that 3 months has elapsed, we are not only paying our utility company, but we are also paying our solar financing. We can't use our solar yet, so we get to pay double what we should. They obviously don't care about customer service. They don't care about the family. We are a single income family supporting 6 of us. With inflation, how long do they expect us to pay double? We honestly just wished we had never signed up with them. This has been our WORST experience EVER with any contractor...EVER. I don't know if we have any financial recourse, but we would honestly like to have our panels removed, our service terminated, our roof and walls repaired, and to wash our hands with this company.

Consumer's Desired Resolution:

Refund; Billing adjustment; Finish the job

Complaint Timeline

04/12/2022	Complaint Received by BBB: Legacy web
04/13/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/13/2022	Send Acknowledgement to Consumer: Legacy Otto
04/13/2022	Inform Member of Complaint: Legacy Otto

04/20/2022	Receive Business Response: Legacy WEB
04/20/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/20/2022	Consumer Satisfied - with Letter: Legacy WEB
04/20/2022	Inform Business - Case Closed RESOLVED: Legacy kathyf@knoxville.bbb.org
04/20/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

04/20/2022 - Imported

Receive Business Response

We met with Mr. Bakke today at our office. We have an agreed path to completion and are committed to providing clear communication and timely responses.

04/20/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

My wife and I drove to their office this morning to speak with someone in person. The gentleman we spoke with assumed responsibility for the company's lack of customer service. We were told that we should expect to be inspected, connected, and producing in 1-2 weeks.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851379

Consumer Info: Bunch, Alexander
1919 Garrett Hollow rd
Bowling Green, KY 42101

crazytim94.ab@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 4/13/2022 1:03:31 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

I got solar panels through Solar Titan USA, It has been over a year with many recalls and months waiting for them to be turned on, to find out today that unlicensed electricians came to my house to hook up what I wanted to the solar panels. Also, the battery box was supposed to be installed inside due to cold temperatures. Solar Titan tried to get the licensed electrician to STILL PASS THE SOLAR PANELS!!!! I was supposed to make payments, which I wasn't, because I was not paying two electric bills. We made the one payment to Spectrum Credit Union of \$185 to defer the payments for another 3 months. Now, I just want them off my roof, my roof fixed, the loan expunged, and my \$185 back.

Consumer's Desired Resolution:

Refund; Correction to a credit report; Repair

Complaint Timeline

04/13/2022	Complaint Received by BBB: Legacy web
04/13/2022	Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/13/2022	Send Acknowledgement to Consumer: Legacy Otto
04/13/2022	Inform Business of Complaint: Legacy Otto
04/20/2022	Receive Business Response: Legacy WEB
04/20/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/28/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
04/28/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/28/2022	Case Closed - Assumed RESOLVED: Legacy